

# **Worcestershire Regulatory Services Board**

Wednesday, 22nd June, 2016  
4.30 pm

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**If you have any queries on this Agenda please contact  
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**WORCESTERSHIRE DISTRICT COUNCILS****MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD  
(PREVIOUSLY WORCS SHARED SERVICES JOINT COMMITTEE)**

WEDNESDAY 22ND JUNE 2016 AT 4.30 P.M.

PARKSIDE SUITE - PARKSIDE, MARKET STREET, BROMSGROVE,  
WORCESTERSHIRE, B61 8DA

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight  
Bromsgrove District Council: Councillor P. J. Whittaker  
Malvern Hills District Council: Councillor B. Behan  
Malvern Hills District Council: Councillor D. Chambers  
Redditch Borough Council: Councillor Y. Smith  
Redditch Borough Council: Councillor B. Clayton  
Worcester City Council: Councillor L. Denham  
Worcester City Council: Councillor J. Riaz  
Wychavon District Council: Councillor E. Stokes  
Wychavon District Council: Councillor M. King  
Wyre Forest District Council: Councillor S. Chambers  
Wyre Forest District Council: Councillor J. Hart

**AGENDA**

1. Election of Chairman
2. Election of Vice-Chairman
3. Apologies for absence and notification of substitutes
4. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.

5. To confirm the accuracy of the minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 18th February 2016. (Pages 1 - 8)
6. Progress on reconstitution of Worcestershire Shared Services Partnership (Pages 9 - 12)

7. Worcestershire Regulatory Services Annual Report 2015 / 2016 (Pages 13 - 58)
8. Activity and Performance Data Quarters 1,2,3 and 4 (Pages 59 - 104)
9. Worcestershire Regulatory Services Revenue Monitoring April - March 2016 & Annual Return (Pages 105 - 118)
10. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman considers to be of so urgent a nature that it cannot wait until the next meeting.

K. DICKS  
Chief Executive

Parkside  
Market Street  
BROMSGROVE  
Worcestershire  
B61 8DA

14th June 2016

**WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL****WORCESTERSHIRE REGULATORY SERVICES****MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE****THURSDAY, 18TH FEBRUARY 2016 AT 4.41 P.M.**

PRESENT: Councillors B. Behan (Chairman), E. Stokes (Vice-Chairman),  
P. Whittaker, D. Chambers, B. Clayton, J. Fisher,  
A. Roberts, L. Hodgson, M. King and J. Hart

Observers: Mr. D. Sutton, Worcester City Council

Officers: Ms. J. Pickering, Mr. S. Wilkes, Mr. I. Pumfrey, Ms. C. Flanagan,  
Mrs. S. Garratt, Mr. M. Cox and Mrs. P. Ross

27/15 **APOLOGIES**

Apologies for absence were received from Councillors R. Laight, Bromsgrove District Council, M. Johnson, Worcester City Council, A. Blagg, Worcestershire County Council and S. Chambers, Wyre Forest District Council.

28/15 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

29/15 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman took the opportunity to inform Joint Committee Members of the recent Local Government Association (LGA) event she had attended in January 2016. The LGA, Supporting Local Businesses event, had highlighted the need to bring businesses and regulators together. Worcestershire Regulatory Services (WRS) needed to be proactive with new businesses coming into the Worcestershire area and to work closely with the Economic Development team by signposting new businesses to them. Small start-up businesses, once compliant, could be helped to grow with the support of both WRS and the Economic Development team.

During the event the Chairman heard from businesses that had engaged with WRS. Previously she would have directed new businesses to the Economic Development team but would not have considered directing new businesses to WRS. The Chairman highlighted the need to signpost new businesses to WRS, alongside the Economic Development team, so that people could grow their businesses.

The Chairman was also pleased to share with Joint Committee Members that it was announced at the LGA event, that WRS had been shortlisted for the Better Business for All Awards 2016. WRS had been shortlisted for the Innovation Award, having devised an innovative, collaborative approach to engage specialist high street food sector businesses through its Asian Seminar Programme. The Asian Seminar Programme was formed through a joint partnership between WRS and the Worcester Islamic Association. The Worcester Islamic Association had spoken highly of WRS.

The Chairman commented that this demonstrated that Worcestershire County and District Councils could work well together.

30/15 **MINUTES**

The minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 26th November 2015 were submitted.

**RESOLVED** that the minutes be approved as a correct record.

31/15 **PROGRESS ON RECONSTITUTION OF WORCESTERSHIRE SHARED SERVICES PARTNERSHIP AND SERVICE LEVEL AGREEMENT WITH WORCESTERSHIRE COUNTY COUNCIL**

Following on from the meeting held on 26th November 2015, the Committee received a further update on the progress on the reconstitution of Worcestershire Shared Services Partnership of Worcestershire Regulatory Services.

The Chairman, Worcestershire Regulatory Services (WRS), Management Board introduced the report and in doing so informed Members that five of the district councils had completed the process and that the recommendations were due to be presented to a meeting of the Council at Worcester City Council on 23rd February 2016. Should the recommendations be approved by Worcester City Council, officers would be able to proceed with the dissolution and reconstitution of the partnership, with the legal team at Bromsgrove District Council taking the lead on drafting the new partnership agreement.

The new financial arrangements had been agreed by Section 151 officers, these incorporated the changes necessary to implement the fee earner model and to deliver the new WRS cost sharing arrangements.

An agreement had been reached with Worcestershire County Council (WCC) on the terms of a short Service Level Agreement (SLA) for provision of its trading standards services pending transfer back in house. This would include provision for some on-going specialist support from WRS.

Councillor L. Hodgson, WCC, took the opportunity to thank Joint Committee Members and to wish WRS officers good luck with going forward.

**RESOLVED** that the update on the progress on the reconstitution of Worcestershire Shared Services Partnership of Worcestershire Regulatory Services, be noted.

32/15

**WORCESTERSHIRE REGULATORY SERVICES BUSINESS PLAN 2016-2019**

The Committee was asked to consider and approve the Worcestershire Regulatory Services (WRS) Business Plan 2016/2019.

The Head of WRS, introduced the report and in doing so informed the Committee that following on from the procurement exercise and in line with the leadership training undertaken by the management team; it was determined that WRS required a business plan to ensure both the viability of the service and its ability to operate within the financial envelopes available to the partners. The Business Plan was a high level document that would inform the development of the service for the foreseeable future.

The original business plan had included an explanation on how the service would accommodate a small Trading Standards and Animal Welfare presence to match Worcestershire County Council's (WCC) financial contribution. This was no longer necessary with the departure of WCC and other than mentioning its inclusion at the beginning of 2016, there was little mention of trading standards within the modified business plan. This should not be taken as an indication that the service would no longer engage with the Trading Standards and Animal Health Team. The two services would continue to work closely as partners to exploit all opportunities from which both could benefit, as well as contributing to support each other in the event of emergencies.

Whilst the recently published Central Government settlement offered local authorities the opportunity of certainty of a four year budget, it came with serious reductions in funding for all current partner authorities.

Income generation would remain a key factor in the service's business strategy. It was possible that authorities may be encouraged to engage more with WRS and look more widely at contracting services to those able to offer expertise and resilience in service delivery. This would make the challenging income targets more deliverable.

The Head of WRS drew Members' attention to section 4.7 in the report, Performance.

The Head of WRS responded to Member's questions with regard to the report highlighting a 'mature' workforce, redundancies and the Business Relationship Manager vacancy. Members were informed that a 'mature' workforce was a nationwide problem. Some local authorities were reducing recruitment and positions within the service area were often graduate positions. WRS had engaged its first licensing apprenticeship in 2015; the question now was whether or not this approach was suitable for other professional areas within the service. Six officers had applied for voluntary redundancy and following

interview a successful applicant had been found for the Business Relationship Manager vacancy.

The Head of WRS noted the comments made by Members with regard to perceived links and the income generation target detailed. More specifically, that detailed information should have been included within the report. Members accepted that, as highlighted by the Head of WRS, some of the information required could be commercially sensitive. However, in order to provide some assurance to the Joint Committee that income generation was evidence based and not an aspiration; any further information on income generation, that contained commercially sensitive information, should be included in any future reports to the Joint Committee as confidential exempt items. The Head of WRS informed Members that he was confident that the income target would be achieved.

**RESOLVED** that the Worcestershire Regulatory Services, Business Plan 2016/2019, as detailed at Appendix 1 to the report, be approved.

33/15

**WORCESTERSHIRE REGULATORY SERVICES SERVICE PLAN 2016-2017**

The Committee was asked to consider a report which detailed the Worcestershire Regulatory Services (WRS), Service Plan 2016/2017.

The Technical Services Manager, WRS, introduced the report and in doing so highlighted that the service plan followed the outline of previous years with an Executive Summary detailing the main points. The key factors were to continue to provide an excellent service and to maintain resilience.

The service plan detailed the strategic approach and priorities to improve stability and certainty. In making decisions regarding service delivery and risk assessment the following would be taken into account:-

- Is there a positive / negative impact on the local economy?
- Are vulnerable people impacted?
- Are health and wellbeing issues involved?

Improvements to the WRS website continued, with the development of public assess/self-service the ultimate target. WRS were in the process of developing and maintaining partner authorities webpages in relation to licensing. Worcester City Council were currently piloting over fifty two new and improved pages that would be rolled out to all partner authorities once testing had been completed on the new framework.

The Chairman commented that she had recently viewed the WRS website and was impressed with the amount of detailed information included on the website and suggested that Joint Committee Members would find it really useful to view the updated WRS website.

The WRS website included detailed information with regard to recent issues highlighted with illegal puppy sales. Recent reported cases to WRS Trading

Standards Officers had found that some puppies described as around eight weeks old turned out to be closer to fifteen weeks old. Some of the puppies had non-United Kingdom (UK) microchips but no pet passports to confirm that they had been legally imported into the UK.

**RESOLVED** that the Worcestershire Regulatory Services, Service Plan for 2016/2017, as detailed at Appendix 1 to the report, be approved.

34/15

**WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL - DECEMBER 2015**

The Committee considered a report which detailed the financial position for the period April to December 2015.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council (BDC), introduced the report and in doing so informed the Committee that the report presented the final financial position for Worcestershire Regulatory Services for the period April to December 2015.

The Executive Director, Finance and Corporate Resources, BDC, drew Members' attention to Appendix 1 to the report which highlighted salary savings of £300,000, with the transfer of staff to Worcestershire County Council. £200,000 of the salary savings would be used for agency costs to ensure the service was still delivered. The figure shown for car allowances included £60,000 for Disturbance Allowance with the relocation of WRS staff to the new WRS premises at Wyre Forest House.

Should the underspend of £143,000 be realised, this would be offset to the cost of the pension deficit of £119,000 for 2015/2016. In response to questions from Members, the Executive Director, Finance and Corporate Resources, BDC, informed the Joint Committee that the £119,000 pension deficit figure was the figure as confirmed by the actuary. The Head of WRS responded that, the pension deficit was significant but it would be covered by the anticipated underspend.

**RESOLVED** that the final financial position for the period April to December 2015 be noted.

35/15

**ACTIVITY & PERFORMANCE DATA, QUARTERS 1, 2 AND 3**

The Committee considered a report that covered both district and county functionality and the wide range of each local authorities corporate priorities to which regulatory services contributed. The report detailed Worcestershire Regulatory Services Activity Data for Quarters 1, 2 and 3, 2015/2016.

The Head of WRS introduced the report and in doing so informed Members that, with regard to district functions, licensing and environmental nuisance continued to make the most impact in terms of demand which was understandable given their direct impact on the public. As shown in previous reports these type of complaints, especially noise, were seasonal due to outdoor events. You would normally expect to see a spike in the figures for

quarter two, but this was not the case for this year, although the number of noise complaints was still significant.

Quarter three was another quiet quarter for nuisance activity, with the levels recorded lower than in the same quarters in the previous two years. WRS were struggling to explain these variations, especially since it was a relatively warm period in autumn and early winter.

As detailed in previous reports, as part of the efficiency saving for all partner authorities, WRS had introduced the kind of self-help regimes that had been in place in Worcester City and Wyre Forest for some time. Previous experience would suggest that it could take between six to twelve months before the impact of such measures would be seen in the figures. Therefore it was unlikely that anything introduced in April 2015 would feed through so quickly. WRS would have to wait until next summer to see if the changes had been genuinely embedded.

Health and Safety showed another increase over the last quarter and for the same quarter last year, putting increased demands on the team not only because of the numbers but also the complexity and seriousness of a small number of cases under investigation, which included two on-going fatality investigations.

In quarter three just over 300 food hygiene inspections were carried out. The food hygiene inspection programme was on or ahead of schedule in all areas.

Planning consultations continued to make large demands in terms of numbers and complexity on the team. The request to discharge conditions based on WRS input had significantly increased, reflecting the cycle of the planning process. Request to discharge tended to be more time consuming and technical.

The Technical Services team had taken the lead to liaise with Network Rail and its contractors over essential maintenance work carried out over the Christmas period in the vicinity of Bromsgrove Railway Station. WRS officers worked with Network Rail managers to agree measures to ameliorate the noise issues and also provided support to Network Rail in its work with the local community.

Trading Standards service requests were holding steady compared with the previous two quarters but slightly down compared to the same quarter last year.

The top three complaint categories were second hand cars, building work and clothing.

Activity continued to be focussed on rogue traders who targeted vulnerable people, consumer products that were dangerous and could cause people harm and traders with a large number of complaints against them. WRS had engaged with Worcestershire Safeguarding Adults to look at ways of working together to help protect vulnerable people.

Performance overall was comparable and in some areas had improved over the previous year. WRS would continue to work together to ensure this was reflected at the year end.

The Head of WRS drew Members' attention to pages 83 and 84 in the report, Items of interest.

The Head of WRS clarified that, Noise – domestic, as shown in the report, was usually due to people's behaviour, e.g. loud music and people arguing. Very few complaints ever reached the stage of being classed as a statutory nuisance whereby an abatement notice would be issued. These type of complaints usually involved using intelligence data as to how best to deal with these situations and mediation to try and resolve the issues.

The Head of WRS responded to Member's questions with regard to Worcestershire County Council's (WCC) activity and performance data being included at future Joint Committee meetings. Members were informed that the data would still be collated but not reported to future Joint Committee meetings, as WCC would no longer be part of the partnership. WRS would liaise with the Portfolio Holder at WCC with regard to their activity and performance data.

Councillor L. Hodgson, WCC, expressed her concerns that WCC would not have the opportunity to comment on any activity and performance data presented to the Joint Committee, as there would be no representatives from WCC at future Joint Committee meetings. The Overview and Scrutiny process at WCC would be used to monitor their activity and performance data.

The Chairman expressed her thanks to officers.

**RESOLVED** that the Activity Data Report for Quarters 1, 2 and 3, 2015/2016, be noted.

36/15

**WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE -  
2016/2017 PROPOSED MEETING DATES**

The Committee considered the proposed meeting dates scheduled for 2016/2017.

The Chairman highlighted that the Democratic Services Officer would look for an alternative date in June 2016, as the EU Referendum may be held on the original proposed meeting date of 23rd June 2016.

The Chairman expressed her sincere thanks to Joint Committee Members, Worcestershire County Council, Joint Committee representatives, Mr. I. Pumfrey and WRS officers for their contribution to the Joint Committee during the last year.

**RESOLVED** that the Worcestershire Shared Services Joint Committee meeting dates and start time of 4.30pm for 2016/2017 be approved as follows:

- June 2016 – Annual Meeting, date to be confirmed
- Thursday 6th October 2016
- Thursday 24th November 2016 – Budget Meeting
- Thursday 16th February 2017

The meeting closed at 5.35 p.m.

Chairman



**Worcestershire Regulatory Services Board**  
**22<sup>nd</sup> June 2016**

**Progress on reconstitution of Worcestershire Shared Services Partnership**

**Recommendations**

The Board is recommended to note the content of this report

**Contribution to Priorities**

Reconstitution of the Worcestershire Shared Services Partnership and restructuring of WRS management contributed directly to delivery of partner authorities' priorities for economic, social and environmental well-being, including the agreed priorities for WRS set out in the WRS Service Plan 2015/16 and WRS Business Plan 2015/18.

**Summary**

All partners completed the sign off of the previous Joint Committee's decision, allowing the legal agreement creating the district-only partnership for delivering the relevant regulatory functions to come into effect for the 1<sup>st</sup> April 2016, as scheduled.

The County Council's exit from the partnership to the role of customer was facilitated by the Head of Regulatory Services, working with the County's Head of Community Services just ahead of the new financial year and the second process to enable the County Council to take back control of its Trading Standards and Animal Health functions was completed in time for the scheduled transfer of staff under TUPE arrangements on 1<sup>st</sup> June 2016.

**Report**

At its meeting on 25 June 2015 the previous Joint Committee agreed to recommend partner councils dissolve the then current Worcestershire Shared Services Partnership on 31 March 2016 and constitute a new partnership comprising the six district councils on 1 April 2016 along with a service level agreement between the new partnership and the County Council for the provision of trading standards and animal health services



Partner councils completed the approval of the recommendations agreed in June 2015 early in 2016, leaving the legal officers to draft a new agreement for the six districts to sign. At the same time, the Head of Regulatory Services entered into discussions with the County Council to facilitate its move from being a partner to a customer of WRS and, from there, to agree the basis for it to take back direct control of its Trading Standards and Animal Health functions.

An agreement was created by the legal officers of the six district partners and ratified in the way required by each partner so the new agreement came into effect on 1<sup>st</sup> April 2016, dissolving the previous partnership and creating the new one for which this Joint Committee is the key governance element.

The Head of Regulatory Services also entered into the agreement with the County Council for the delivery of Trading Standards and Animal Health functions under contract, signing this with the Head of Community Services from the County Council on 31<sup>st</sup> March 2016.

A further agreement with the County Council that allowed it to take back control of its functions whilst continuing to purchase some elements of support from WRS was also signed in May 2016, ensuring that the proposed date of 1<sup>st</sup> June 2016 for transferring staff back to the employment of the County Council was achieved.

All elements envisaged in the former Joint Committee's decision of 25<sup>th</sup> June 2015 have now, therefore, been discharged.

### Financial Implications

The County Council's exit from the partnership resulted in a payment to the partners to cover the overheads that would have been allocated to the Trading Standards and Animal Health cost centre had the County Council remained engaged with WRS. This figure has been modified to reflect:

- The County's purchase of ICT and Accommodation from Wyre Forest, resulting in a subsequent reduction to the charge on WRS
- The County's agreement to purchase certain support functions like Legal Administration of case files from WRS

This will be held by the Host as a WRS reserve to support the service in seeking business to replace the County Council's contribution and to help fund any changes to the establishment that may need to take place should this not be successful.

### Legal Implications

WRS continues to discharge the functions identified on behalf of the district partners but no longer discharges any County Council regulatory functions. However, the co-location of WRS and the TS team will continue to facilitate joint working on various aspects of work and project activities.

**Risk**

Risks have been reduced by the payment to the service from the County Council to help support any changes that may be required at a later date. Co-location and continued close working will limit any risks associated with common areas of delivery like statutory food controls.

**Contact Points**

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Email: [simon.wilkes@worcsregservices.gov.uk](mailto:simon.wilkes@worcsregservices.gov.uk)

**Background Papers**

Copies of the executed partnership agreement should be available to members through their respective legal services teams.



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**Worcestershire Regulatory Services Board**  
**22<sup>nd</sup> June 2016**

**Worcestershire Regulatory Services Annual Report 2015/16**

<b>Recommendation</b>	That the Board note the Annual Report for 2015/16 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and Worcestershire County Council and also to the wider elected member base in their areas.
<b>Contribution to Priorities</b>	Not applicable
<b>Summary</b>	Under the new Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1 <sup>st</sup> April 2015 to 31 March 2016. If endorsed by the Board, a copy will be forwarded to each Chief Executive of each member authority and Worcestershire County Council. The authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.
<b>Report</b>	<p>Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Board is required to receive a report at its annual meeting which will be held no later than 30 June. The report covers the period from 1 April 2015 to 31 March 2016. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.</p> <p>The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5. This has been reduced somewhat as the Board now receives a separate Activity Data report, which covers these aspects in much more detail. The Annual Report also gives a summary of the financial position, the key achievements and covers</p>

issues relating to human resources. There are also sections on risk management and equalities.

The Annual Report will be published on the WRS website and will be shared with other partners e.g. Worcestershire LEP. A press release will be sent out to accompany the publishing of the report.

Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

**Financial Implications**

The financial implications are contained within the Annual Report.

**Sustainability**

N/A

**Contact Points**

Simon Wilkes, Head of Worcestershire Regulatory Services  
Tel: 01562-738088,  
email: [simon.wilkes@worcsregservices.gov.uk](mailto:simon.wilkes@worcsregservices.gov.uk)

**Background Papers**

Worcestershire Shared Service Partnership Service Level Agreement.



# Worcestershire Regulatory Services

*Supporting and protecting you*

## ANNUAL REPORT

2015/16

*Making Worcestershire a healthy, safe and a fair place to live where businesses can thrive.*

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## INTRODUCTION

This Annual Report has been produced for the Joint Committee in accordance with clause 12 of Part 1 of the Worcestershire Shared Services Partnership Agreement. The report covers the progress and performance of Worcestershire Regulatory Services (WRS) for the period 1<sup>st</sup> April 2015 up to the 31<sup>st</sup> March 2016 and reports operational activity by the relevant service elements for the financial year. The report summarises key performance data for WRS and provides a summary of the financial position. The report also meets the requirement of the Regulators Code, which requires local authorities to publish a summary of their regulatory activities on an annual basis.

This year saw the implementation of the future operating and financial model for the delivery of regulatory services incorporating the withdrawal of the County Council from the Partnership. In addition all budget adjustments requested by partners have been delivered by way of efficiencies and/ or changes in the way services are delivered. The year still saw excellent work activity with very good results across a range of service areas, high levels of performance and some good outcomes from Court cases alongside a wide range of other project work being delivered.

WRS have continued to develop and invest in IT systems and infrastructure. *UNIFORM*, the database used to record all case work and time recording has been upgraded and preparations are already being made for the next upgrade. To ensure data is clean and accurate, Team Managers receive error/omission reports monthly and take appropriate action to resolve any issues, training or errors. Preparations are also being made to upgrade and invest in our IT infrastructure during this coming year ensuring WRS are compliant with licensing requirements, business continuity and good practice.

WRS managers have continued to work along the lines identified in the comprehensive 3-year Business Plan, 2015-2018, adopted in February 2015, which defines the strategic approach to be taken for service delivery and for delivering the identified savings for partners for the period. The financial settlements from Government towards the end of 2015/16 further highlighted the varying budgetary pressures faced by partners. Going into 2016/17, the final savings identified for the period 2014/16 to 2016/17 were delivered for all partners through the broadest possible adoption of self-help methods for nuisance issues, changes to the management structure and by re-defining certain elements of service delivery. This was achieved in the main through a comprehensive transparent restructuring process which resulted in redundancies, of which only 1 was compulsory. Processes saw the management team reduced from 7FTE down to 4FTE, with Simon Wilkes taking over the reins as Head of Service from Ivor Pumfrey, who had been in an acting role following Steve Jordan's departure in February 2015. Other managerial appointments were made internally and two post holders took the opportunity to retire early.

The Worcestershire Regulatory Services budget for 2014/15 was set at £4.081M. WRS have continued to explore and develop opportunities to generate income, focusing on supplying services to other local authorities. Much of the bidding for work has succeeded because of a clear understanding of our cost-base. We continued to refine this during 2015/16 and have made contact with a number of our neighbours to discuss wider options for service delivery going forward. We have reported previously that providing expertise in the most complex and technical areas of Environmental Health has been fruitful with our neighbouring districts as they struggle individually to maintain knowledge in such areas. The client authorities have largely continued to request such services, so as well as Air Quality and Contaminated Land work we are delivering transcribing of PACE tapes and Environmental Permit inspections and administration.

Whilst increasing the range of services delivered we continue to increase the number of client authorities that we deliver to. Key to the success of this work has been to review charges, ensuring as well as recovering our costs they remain competitive and encourage greater commitment by the client. The level of service delivered is also important, which is why continued investment in staff is key so that they have the necessary skills and expertise in the rapidly changing field of technical

specialisms. The contract to deliver dog warden services won last year, has again for the second year met the agreed performance target and has improved the compliance level reported previously. The WRS Business Plan 2015-18 has been updated to recognise that all areas of regulatory services work would be considered and pushed for income generation to support the existing service.

Our three strategic priorities, developed from our partners own priorities remain the focus of what we do:

- Supporting the Local Economy
- Improving Health and Well-being
- Tackling and Preventing Crime and Disorder

We continue to support legitimate businesses where we can and, at the same time, tackle rogues and criminals to protect the public, particularly the vulnerable and honest traders. Central to this approach was and remains the availability of accurate data and intelligence sharing. Our intelligence unit coordinates and analyses intelligence obtained by WRS officers and external agencies, helping managers to target WRS resources more effectively and to forge links with other enforcement agencies and partners to share intelligence and target enforcement action.

Ivor Pumfrey, long serving Chair of the WRS Management Board and the service's Acting Head for 6 months, who contributed so much to the development and success of WRS also left local government service at the end of this year, and we would like to put on record our thanks to him for the huge contribution he has made to making WRS what it is today.

The year saw the departure of two members of the WRS Management Team with Mark Kay (Business Manager) and Chris Phillips (Trading Standards Manager) retiring. We thank them for their contribution and wish them both well in the future. In September the Management Team was restructured with Simon Wilkes appointed as Head of Service. Simon is supported by appointment of David Mellors, Sue Garratt and Mark Cox as Team Managers. An interview process for the Business & Relationship Manager post has been completed and Kiran Lahel joined the Management Team from Walsall MBC in May 2016.

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Simon Wilkes  
Head of Regulatory Services

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Jayne Pickering  
Lead Financial Officer

## **KEY ACHIEVEMENTS FOR WRS IN 2015/16:**

These include:

- Continuing to deliver services as economically as possible, realising savings wherever they are available, whilst maintaining high levels of service delivery and performance.
- Performance against our outcome measures remains very good, in spite of further budgetary pressures.
- Development and refinement of the UNiform IT system.
- Improving income generation from various sources including: other local authorities (e.g. dog wardens services, planning consultation support, petroleum licensing, environmental permitting, PACE tape transcribing,) air quality and contaminated land support work for various Gloucestershire authorities, Stratford-on-Avon, Derby and Herefordshire Councils, and Public Health funding the cost of delivering Worcestershire Works Well,
- Improving detailed understanding of WRS costs and developing the service matrix to show partners in detail where their money is spent and where savings may be more easily achieved.
- Working closely with the Worcestershire Local Enterprise Partnership to deliver the initial phase of a regulatory exemplar project in the south of the County.
- Review and re-drafting of the partnership legal agreement ahead of implementation for 2016/17.
- Work on changing the County Council's relationship with WRS.

Whilst the last of these is listed as an achievement it is included with mixed feelings. Initially, the County Council was to exit the partnership and re-engage with the partnership as its largest current customer. A further review of what could be delivered resulted in November in the County Council deciding to fully take back its functions into its direct control. The new Head of WRS has spent a significant amount of time since then arranging for this to happen in early 2016. The Head of Community Services from the County Council has worked closely with the Head of WRS to retain some of the benefits that running the shared service yielded to all 7 local authorities, hence the staff will remain based with WRS at Wyre Forest House and they will continue to use and share the cost of the UNiform database.

The original legal review of the partnership agreement still went ahead as planned and was delivered ahead of 1<sup>st</sup> April 2016. It created a new partnership that just included the 6 district partners and reflected the current levels of service being provided. It also included the provision for partners to move, should they wish, to a revised payment model based on the data collected through time recording in UNiform. This would not occur until 2019, to allow for sufficient data on fluctuations in demand and activity to be built up. The revised agreement also included the option for partners to consider asking WRS to collect their income through Bromsgrove District Council to streamline current processes but without any transfer of risk, the arrangement being a partnership not an outsourced contract. The viability of this option will be considered after an examination of the implications during 2016/17.

## **PERFORMANCE**

Our ability to report performance has improved throughout the years with the refinement of the IDOX UNiform management information system. The corresponding demand and activity data provided to Joint Committee members has continued to provide a clear picture for them of the work being undertaken by WRS.

Our key performance measures continue to focus on customer satisfaction and the positive compliance of businesses. The vast majority of higher risk businesses have been subject to inspection or some other form of suitable intervention and the key priorities of each partner council have been fulfilled. Business and consumer satisfaction have remained high in spite of changes made in some areas to service delivery. Previous year's results appear in brackets in the relevant box providing a comparative view of performance over time.

	<b>Measure</b>	<b>Figure</b>	<b>Commentary</b>
1	% of service requests where resolution is achieved to non-business customers satisfaction	<b>78.2%</b> (77.4%, 77.3%,)	Based on an average score for 6 questions relating to the interaction of the service with non-business customers. Over 250 non-business customers replied to our questionnaires. 86.3% found their contact with WRS helpful and 89% found the information and advice provided easy to use. However, only 72.1% felt that the length of time to resolve their problem was satisfactory (slightly up on last year,) and 79.6% (again, slightly better than last year) felt that the speed of initial response from WRS was satisfactory. This has been shared with Managers who will continue to encourage staff to make decisions quickly in relation to the progress that can be made on service requests.
2	% of service requests where resolution is achieved to business customers satisfaction	<b>97.9%,</b> (97%, 92.3%,)	Based on an average score for 9 questions relating to the interaction of the service with business customers. Over 550 businesses replied to our questionnaires. Of those who responded, 96.6% felt that their business had been treated fairly and 99.4% of customers felt staff were polite in their dealings with them. Some 99% of customers found the information and advice we provided easy to understand and 98.5% found it helpful. The lowest scoring response for businesses this year related to speed of response and even this was 95.8% satisfied.
3	% Food businesses broadly compliant at first assessment/ inspection	<b>97.4%</b> (96.8%, 95.3%, 94.4%) Bromsgrove 97.1% (96.4%) Malvern 97% (97.6%) Redditch 95.1% (96.1%) Worcester 98.2% (96.4%) Wychavon 99.1% (97.7%) Wyre Forest 96.6% (96.1%)	This focuses on food hygiene inspection and the number of premises where there are no significant non-compliances and the food produced in such premises would be safe. A high proportion of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run. There are variations across the districts, which will help to direct some of the work next year. This is outlined later in the report.
4	% of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	<b>2.6%</b> (3.2% (4.7%, 5.6%) Bromsgrove 2.9%	Food premises scoring 2 or below on the FHRS are deemed to be at risk of not producing safe food so are subject to further intervention until such time as they meet requirements or face formal action. The majority of

		(3.6%) Malvern 3% (2.4%) Redditch 4.9% (3.9%) Worcester 1.8% (3.6%) Wychavon 0.8% (2.3%) Wyre Forest 3.4% (3.9%)	businesses are supported to achieve compliance and three were prosecuted for various hygiene issues.
5	% of applicants for driver licenses rejected as not fit and proper	<b>1.47%</b> (0.98% (0.64%,))	Based on 1565 drivers licensed across the 6 districts of Worcestershire. Only 23 applicants/ re-applicants were deemed not fit and proper people to hold a driver license by members of the relevant committee. Whilst this is an increase, the proportion remains very small.
6	% of vehicles found to be defective whilst in service	<b>0.81%</b> (0.96%, 1.76%)	Based on 1362 vehicles operating in the County, during vehicle stop checks, some 11 vehicles were found to be defective whilst in service. Again numbers remain very small.
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	<b>76.8%</b> (74.2%, 73.7%,)	This focuses on non-business customers. It is a specific question asked to members of the public in the questionnaire to test if the information and support provided to them by WRS is likely to help them deal with their own problems in the future
8	Review of register of complaints and compliments	<b>31 complaints</b> (17, 24, 47, 70)  <b>103 compliments</b> (51, 57, 36, 24)	There has been a significant increase in both compliments and complaints this year, however the ratio remains stable at 1:3. 4 of the complaints relate to work under our contract for Dog Warden services with the North Gloucestershire districts, which only started this year. The complaints from Worcestershire residents were more mixed than previous years. Generally they still focus on the service not delivering what they want; either not resolving a noise complaint because it is not a statutory nuisance, letting them have stray dogs back without paying or other similar issues, unhappy with decisions of licensing committees then attempting to blame officers for the outcome. One or two related to people not getting back to complainants quickly enough and 3 related to decisions by Trading Standards not to act in relation to issues.
9	Staff sickness absence at public sector average or better	<b>2.3 days per FTE</b> (3.9, 7.7, 9.5)	Members will see the significant downward trend from the figures year on year, and well below the average for local government generally. Given the level of change faced by the service and its staff, it shows that

			supporting staff during times of radical change can improve their well-being. Of the 186 days lost, roughly 2/3 <sup>rd</sup> were to short term illness and 1/3 <sup>rd</sup> was to long term illness (29+ days,) which one might expect with an older workforce.
10	% of staff who are satisfied with working for WRS	<b>85%</b> , 77%, 82%	Based on those who scored 5/10 or better for the question in the staff survey which asked, are you satisfied with working with WRS. A more detailed review of the picture is being undertaken and the whole team will look at how things can be improved. Generally the picture is good with a small number of areas requiring attention. Reading the responses, it is becoming clear that people are feeling the pressure of change and having to do more with less.
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	<b>Worcestershire Average 6.9% (7%)</b> Bromsgrove 7.9% (6.6%) Malvern 3% (3.3%) Redditch 8.4% (10%) Wyre Forest 9.4% (7%) Worcester 9.4% (8.6%) Wychavon 5.5% (3.6%)	New indicator from last year linked to the Crime & Disorder agenda, introduced following discussions with elected members. This is the second year that this has been reported and still shows that generally premises across the County are well run and controlled by their operators. The average across the County remains similar, although we see increases and reductions of a couple of percentage points for a number of partners. With time we will be able to see the natural variation in this figure so we can identify exceptions. As highlighted last year, the complaints about premises generally relate to minor issues, mainly to do with noise. Many pubs are trying to diversify, offering music and other entertainment, which is within their license conditions, but sometimes this is not welcomed by some living nearby. Simple precautions like closing windows and doors during performances results in resolution of most of these issues.
12	Rate of noise complaint per 1000 head of population	<b>Worcestershire Average 3.1 (3.8, est 3.16, 3.88)</b> Bromsgrove 2.7 (3.1) Malvern 2.3 (3.9) Redditch 3.7 (3.5) Worcester 4.0 (2.9) Wychavon 2.6 (2.5) Wyre Forest 3.0 (3.0)	We continue to report the County average and this is the second year we are able to report data by individual districts. Figures continue to look similar and this year's figure indicates our estimate in 2013/14 appears to have been more reasonable than we had thought. You may recall that we did not see the usual summer spike in nuisance complaints, which probably explains the lower score. As with the figure in Indicator 11 above, there is some variation at district level but it will take some time to understand the natural variability of this measure. Where we can resolve noise issues this is generally achieved through mediation between the parties concerned. Only 26 resulted in a statutory nuisance notices being issues last year, out of 1788 service requests.

At meeting in November 2015, members of the Joint Committee and Management Board discussed potential changes to the framework of performance indicators. This was a very fruitful and positive discussion during which it was determined that one or two measures needed revision. A list of the agreed indicators for 2016/17 is included as appendix 3 for completeness.

## **PERFORMANCE MANAGEMENT**

Strong management of performance is vital for the success of this service, ensuring that customers are satisfied and partners are reassured by the cost effective delivery of the service on their behalf. Whilst everyone must accept responsibility for managing performance, the WRS management team is committed to driving performance forward so that a high standard of service delivery can be maintained.

Management team meetings are used to review performance against the service plan and to highlight any issues of concern. Senior practitioners (front line managers) are invited to attend these meetings to ensure a two way flow of information between management and staff. This arrangement was introduced at the behest of senior practitioners and is working well. Teams have their own detailed plans that sit below the service plan signed off by Joint Committee. Progress against this is monitored by Team Managers and Senior Practitioners.

The Management team also looks to the strategic direction of the service and ensures that the operational and financial resources available to partners are used in the most efficient manner to achieve both their individual strategic aims together with WRS priorities.

Continued refinement of our IT platform ensures our ability to report to Joint Committee on our performance measures remains accurate. There is still work to do to use the system more effectively, but Uniform is now operating well across all functions.

There are a wide range of bodies to which the service must report data (e.g. Food Standards Agency, Department of the Environment, Food and Rural Affairs, Health and Safety Executive, Department for Business, Innovation and Skills, etc). All statutory reports are submitted so as to ensure that WRS continues to meet its partner's statutory obligations, however, where practicable, only one return for WRS has been provided so as to save both time and money. The majority of bodies are accepting of this approach and a number are reviewing the returns we are asked to make so that the volume of data can be reduced, lessening the burden. A short summary of activity data is included at Appendix 5 to avoid duplication with the wider and more detailed set of activity data that is provided in the final Activity Data Report, which members will receive at the same meeting where this Annual Report is presented.

### **Internal Audits**

There was limited engagement with the audit team during 2015/16. A further collation of work around reconciliation was undertaken in the summer. This continued to highlight the need for partner finance teams to work closely with WRS so that both parties can record data accurately. Some of the issues may be addressed by the work looking at the potential for WRS to collect income for partners.

A critical friend audit was also undertaken during this period on Time Recording. Following the introduction of the *Uniform* database, use of the time recording element has been quickly adopted to assist with customer invoicing. WRS Guidance and procedures have been produced for officers and managers to ensure time taken to undertake work that can be attributable against either a service element (e.g. taxi licensing, food inspections etc) or a partner authority or group of authorities (e.g. Worcester City Council or all District Councils) can be clearly inputted. The audit considered the structures currently in place and it is hoped the final report and findings will be produced in due course, during Q1 of 2016/17.

## **SERVICE DELIVERY HIGHLIGHTS**

There have been a number of highlights throughout the year to showcase the work of our teams and illustrate the breadth of their responsibilities.

### **Community Environmental Health Team**

This has been the team's busiest year on record for formal actions with over 20 case investigations either in the Court system or in the final stages of investigation.

The following cases were determined in 2015/16:

Date	Defendant	Authority	Offence	Outcome
7.4.2015	Higley, & Parsons	Wyre Forest	Noise nuisance	Fine
1.5.2015	Easemore Social Club	Redditch	Noise nuisance	Fine £600 Costs £600
2.7.2015	Bartus Deli	Worcester	Food Safety	Fine £2,194 incl £1,500 costs
2.7.2015	Mr Sidor (Owner)	Worcester	Food Safety	Fine £2,194 incl £1,500 costs
12.11.2015	Dilshad Balti	Redditch	Food Safety	Fine £2,160 incl £1,500 costs
18.12.2015	Grimley – Adams Prosecution	Malvern	Noise Nuisance	£4,300 incl costs, compensation

Operational reviews aimed at improving operational efficiency have continued throughout the year, and development of the WRS website has led to a more business friendly front door and the promotion of the “self-help in the first instance” principle for all customers.

### **Nuisance**

In response to the partners' desire to make efficiency savings in this area of work, a self-help package has been developed for domestic nuisances to encourage customers away from the traditional “one size fits all” direct intervention route which was adopted in all cases, whatever the individual need or circumstance. Self-help tools have been introduced to help customers try and resolve their own problems informally and amicably in the first instance without the immediate escalation to formal Environmental Health intervention. Advice and letter templates have been posted for people to download and initial indications suggest that this route has the potential to deliver real benefits. The team are working on the IT system now to develop measures to assess the effectiveness of this approach.

This did not prevent the need to issue 26 abatement notices for people to stop causing a statutory nuisance; 5 in Bromsgrove District, 8 in Malvern Hills district, 1 in Redditch Borough, 4 in Worcester City, 6 in Wychavon district and 2 in Wyre Forest district.

In addition the team has dealt with a number of challenging and complex service requests during 2014/15. Nuisance problems caused by motorsport in Malvern, Wychavon and Bromsgrove continue to put pressure on resources and December saw the team again working collaboratively with the Central operations team and Network Rail to keep to a minimum the nuisance caused to residents during essential construction works at Bromsgrove Station over the festive period.

The team carried out a major clearance at a property in Redditch – Officers had to obtain a warrant to force entry to carry out works under the Public Health Act to deal with filthy and verminous premises and removed two tonnes of waste and contaminated materials. Officers work closely with Adult Social Care officers from the County Council due to the potential safeguarding issues associated with this case.

WRS Officers worked with Highways England contractors to ensure that the impact from M5 Motorway Smart Motorway upgrade works being carried out overnight over a 12 month period were kept to a minimum.

In other work “Do not drink” advice was issued in relation to a private water supply sampled and found to be unsatisfactory due to the presence of arsenic and the contract to provide nuisance investigation work for Tewkesbury Borough Council was successfully completed, providing an income which has been re-invested in the service.

### **Food Hygiene**

During the year we completed 1432 food hygiene inspections across the county. A high proportion (97.4%) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run. 2.6% of food businesses across the county do however have a score of 2 or below (out of five) on the Food Hygiene Rating Scheme. Such businesses are deemed to be at risk of not producing safe food so are subject to further intervention until such time as they meet requirements or face formal action. Whilst the majority of businesses are supported to achieve compliance, formal action has been taken in respect of a number of premises and those cases that have come to court are included in the table above. In addition four simple cautions were issued to individuals in respect of Food Hygiene contraventions.

The team also participated in the Food Hygiene Rating Scheme project which was grant funded by the Food Standards Agency. The aim of the project was to investigate how many businesses were publicly displaying a sticker showing their FHRS score. Of the 266 premises visited 76% of Level 4/Level 5 businesses were found to be displaying their rating, with 26% of Level 3s displaying theirs.

### **Healthy Food Choices**

Evolving from two successful initiatives (Truckers Tucker and Canny Catering) our latest food award project demonstrates that businesses can make changes to their menus whilst maintaining (and in some cases increasing) their customer base and profits. This contributes to health improvements in local communities and raises the profile of participating businesses. The scheme is linked to the Food Hygiene Rating Scheme, so only those businesses that have achieved a level 4 or 5 are eligible, further promoting the highest hygiene standards in food businesses. It also provides an income stream which is re-invested in the service. So far 12 businesses have signed up to the award with more in the pipeline.

### **Working in partnership with the LEP**

WRS has been recognised by the Department for Business Innovation and Skills as a positive, innovative and pioneering service which is leading in work to reduce regulatory burdens on business. We are now into the second year of a joint regulatory exemplar project with the Worcestershire LEP aimed at reducing the regulatory burden on the local food/ agri-business sector through earned recognition.

Further pioneering work to boost Worcestershire's economy by supporting an entire sector of food businesses to improve their practices and regulatory compliance has also been recognised through a national award.

### **National Innovation Award**

The way WRS is helping the local Asian restaurant sector improve in areas like food composition, food safety and health has proved positive with the service winning the "Innovation" award at the Better Business for All Awards in London in March 2016. WRS beat competition from locations across England to be recognised for its innovative collaboration.

The award highlighted WRS's seminar programme, arranged with the Bangladeshi Catering Association UK, with the help of the Worcester Islamic Association. The seminars support restaurant owners and managers to gain confidence and understanding in self-compliance with regulations, as well as to understand the positive business support that local regulators can provide. The Rt Hon Sajid Javid, Minister for Business Innovation and Skills and MP for Bromsgrove attended one seminar to offer his support to the programme. These successes have resulted in Primary Authority agreements with the Bangladesh Caterers Association UK and the Guild of Bangladeshi Restaurateurs, establishing WRS as the potential "go-to" authority for some 30,000 business members nationwide.

### **Primary Authorities**

During the year we have entered into Primary Authority Agreements with three new businesses and organisations; Galloping Gourmet (Food, Health and Safety and Trading Standards), Malvern Tyres Group (Health and Safety) and the Bangladesh Caterers Association (Food, Health and Safety). This is in addition to the on-going relationship with Bobby's Foods (Health and Safety) and Aspens (Food, Health and Safety). We have also secured a contract with My E-Chef to develop Food Safety training materials. This builds on the work of the Trading Standards team who have established Primary Authority relationships with a number of businesses including Halfords.

### **Health & Safety at Work**

Whilst proactive health and safety inspections no longer form part of the work programme due to service changes and Central Government's drive to reduce the regulatory burden on business, the investigation of several serious accidents arising from work activities continues to put pressure on resources. Health and safety investigations can be complex and take months, and sometimes years, to bring to completion. Investigations this year have included fatalities, one at a public house and another associated with activities at a builders merchants, a forklift truck incident in a warehouse resulting in serious injuries and a dangerous occurrence involving a child in a major retailer. One case is currently with the CPS for a possible corporate manslaughter charge.

## Trading Standards & Animal Health team

The following cases were determined in 2015/16. Further information about some of these case and other activities is included below in more detail:

Date	Defendant	Authority	Offence	Outcome
31.7.2015	Evesham Mini Market – Mr Ahmad	County	Tobacco Products Safety Regs	Fine £5,029 incl £3,129 costs
26.02.2015	Michael Rowley	County	Animal By Products	Fine £1,500 Costs £1,200
09.09.2015	Daniel Footman	County	Fraud Act & CPR's	12 months suspended, 250 hours unpaid work , costs £6,00
12.11.2015	Alpine Motorhome	County	Fraud & counterfeiting & Forgery	Mr Cooper – Suspended sentence, 200 hours unpaid work, compensation £10,000, Costs £4,6500  Alpine Motors: £1,000 fine; £890 costs <b>Appeal Pending</b>
24.3.2016	Mr Georgiev	County	Animal Health Act 1981	Conditional discharge £300 costs

Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. Priority areas for investigation by the team are rogue traders preying on vulnerable people, unsafe consumer products that have caused/have the potential to cause injury and issues involving significant economic detriment. Activity is also tasked where a trader has a significant number of complaints recorded against him/her.

The following cases were of particular note during the year:

### **Animal Health: Ban and community order for farmer that allowed suffering**

A Worcestershire farmer who kept animals in very poor conditions and breached a notice preventing him from moving cattle was banned from keeping livestock and given a community order, after a prosecution by Worcestershire Regulatory Services.

John Bruce, aged 43 of Crabbe Yard, Wadborough, pleaded guilty at Worcester Magistrates Court to a total of five offences including allowing unnecessary suffering as well as failures to provide the required care, feed, separation of animals, and notification of the death of an animal. He also asked the court to take into consideration a further seven offences relating to breaking a prohibition notice that prevented him from moving cattle without a license, after previously failing to comply with bovine tuberculosis (TB) testing at the farm.

The court heard that on two separate occasions last year one animal had been found dead and the majority of the remaining herd had been found in very poor conditions at Mr. Bruce's Ridgeway Park Farm in Throckmorton.

Mr. Bruce had previously repeatedly ignored advice from APHA vets who had visited the farm on several occasions.

Magistrates handed Mr. Bruce a 12-month Community Order with 200 hours unpaid work and 10 days rehabilitation activities, ordered him to pay £9,850 costs and a £60 victim surcharge, and gave him a Banning Order from any involvement with livestock for two years.

### **Animal Health: Vale man fined over rabies risk dog**

An Evesham resident was given a conditional discharge for 12 months and ordered to pay £300 costs after illegally bringing a puppy into the country which hadn't had the required Rabies vaccination.

The missing vaccination was spotted in September 2015 on the pet passport when the owner Ventseslav Georgiev brought the Chihuahua puppy into a local veterinary surgery. The Vets noticed the passport failed to show the necessary vaccination and contacted Worcestershire Regulatory Services. The Officers paid a visit to the surgery, confirmed the passport was invalid as the puppy had not been vaccinated and it was immediately placed in quarantine. It was noted that the puppy would have been too young to have received the relevant vaccination when it arrived in the UK via the Port of Dover in July 2015.

Redditch Magistrates heard that Mr. Georgiev, of Old School Court, Hampton, had bought the puppy whilst on holiday as he was aware that it was cheaper to buy it abroad. The court also heard that Mr. Georgiev had not purchased a ferry ticket for the puppy thereby failing to disclose that a puppy was being transported. The 34-year-old also failed to notice the warning signs at the Port regarding bringing an animal into the UK.

Mr. Georgiev pleaded guilty and was also ordered to pay a victim surcharge of £15 having also paid for the puppy's quarantine fees and subsequent vaccinations.

### **Man fined for transporting counterfeit goods**

In December David Dudley appeared before Redditch Magistrates Court in relation to offences under the Trade Marks Act 1994. He had been stopped by Police Officers on the M5 motorway and a quantity of counterfeit clothing had been found in the rear of his van.

Mr Dudley had been summoned to Court the previous Thursday but failed to turn up and so a warrant without bail was issued. That warrant was executed on the night of the 7<sup>th</sup> and Mr Dudley appeared the following morning. A Bail Act offence was also put to Mr Dudley who pleaded guilty to that and also all 8 Trade Mark offences.

The defendant indicated that he knew there were counterfeit items of clothing in the rear of the vehicle and that he had been paid £40 to transport them to Birmingham.

In sentencing the Magistrates said they gave credit for his guilty plea, and were mindful of his limited finances and that he had spent a night in custody. Mr Dudley was fined £73 for the Trade Marks offending and a fine of £50 for the Bail Act offence, plus a victim surcharge of £20 and criminal court charge of £150. Costs were ordered in full in the sum of £1,933 making a total of £2,226 payable at a rate of £5 per week. A Forfeiture Order for all items seized as detailed on the schedule was made.

### **Consumer protection**

The case against Harvil Shaw resulted in a 2 year prison sentence being imposed for the Fraud Act and Consumer Protection from Unfair Trading Regulations offences. The offences included use of a false name to hide his history from Internet searches and false claims regarding membership of trade associations and insurance backing for the product. The Judge when summing up referred to Mr Shaw as a common criminal, a conman who had caused loss to decent trusting people. The loss was not only financial but the anxiety and stress caused to actual victims.

Costs in the sum of £8,824 were sought and the judge ordered a contribution of costs of £5,000. An application was also made for disqualification as a director and the judge made an order that he be disqualified for a period of 10 years.

There are two other cases waiting to be heard – one relating to the possession of non-duty paid cigarettes and the other for various fraud offences relating to a kitchen fitter.

### **Rogue Trading**

Alpine Motors sold a mis-described motor home that had previously been involved in an accident. None of this history was disclosed to the purchaser and to compound matters the seller then sent a forged vehicle report indicating there was no indication of it being damaged.

Following a two day trial at the Magistrates court Mr Cooper was convicted of 5 offences including the Regulatory matters, fraud and an offence of forgery. The company was also convicted of the two regulatory offences.

For the offence of Fraud Mr Cooper received 26 weeks in custody. For the Forgery and Counterfeiting Act offence he was handed 26 weeks in custody consecutive to the first sentence. Both sentences were suspended for 2 years. In addition he was sentenced to 200 hours of unpaid work.

The consumer received compensation of £10,000 with a Victim surcharge of £100. Costs of £4,659.96 were awarded.

### **Operation Rogue Trader**

Rogue traders and forceful doorstep sellers who con vulnerable people into paying for unnecessary or overpriced work to their homes were targeted in a special operation in October. WRS' Trading Standards team joined forces with West Mercia Police and national agencies to question traders in relation to their activities, requested to examine and verify their paperwork, identify vehicles used by criminals through automatic number plate recognition (ANPR) and conduct intelligence-led patrols in areas where older or more vulnerable people live.

'Operation Rogue Trader' took place in Worcestershire in a campaign to highlight the constant work that takes place to deal with rogue traders and the risks of cold callers.

It was a successful week, with officers out and about speaking to traders and giving advice and assistance to consumers. This work gives us great intelligence on the whereabouts of known individuals and traders, which we share nationally with other agencies so we can track their activities.

### **Illicit tobacco**

Ahmad Mohammed Ahmad pleaded guilty to 18 offences relating to the sale of illicit tobacco from Evesham Mini Market, High Street, Evesham. He also previously had his alcohol licence revoked due to the seizure of illicit tobacco that was made from the shop. He was fined £1080 and WRS were awarded full costs of some £3200.

### **Suspended goods at a Chinese importer**

Officers exercised powers under the Consumer Protection Act 1987 and suspended from supply a vast quantity of items ranging from upholstered furniture, electrical goods, ladders, cot mattresses and toy scooters, which are either faulty or dangerous from a warehouse in Wyre Forest earlier this year. Investigations remain on-going

### **Scams**

Worcestershire Trading Standards Officers are part of the National Trading Standards Board Scams Team initiative. The National Scams team, based at East Sussex Trading Standards Service, identify Worcestershire residents who may have fallen victim to scams and an officer from the Worcestershire team visits them. We discuss what mail they have had delivered or visits they may have received, explain what has been happening to them and assist them to take control. We are currently working with the Royal Mail to see if we can stop scam mail getting through and considering a "mail marshal" scheme where scam mail is collected from consumers for examination and destruction.

### **Technical Services Team**

#### **Environmental Permitting**

Whilst local authorities are required to permit certain industrial processes which require payment of an annual fee by the affected companies for compliance inspections, WRS works hard to reduce the regulatory burden on businesses by advising and assisting the operators in compliance and coming out of the regulatory

regime. There have been some changes to the regulations to tighten up environmental controls (such as Solvent Emission Directive limit reductions) and we have worked with a number of companies to assist them in complying with these stricter controls (AMS Group & Heartbeat in Redditch, SP Group Bromsgrove and Mazak & Aeromet in Worcester City). With assistance from WRS, MPB Garden Buildings has now fallen out of the permitting regime with the successful conversion to water based paints which removes a significant regulatory burden from the firm.

In line with our Enforcement Policy however, where a business flouts the law and benefits from the unfair advantage of avoiding regulation, WRS will take action. In November WRS prosecuted Webflex Ltd for operating a regulated activity without a permit or abatement equipment. The company and directors were fined a total of £14,334 at Worcestershire Magistrates Court. The company now have a strategy in place to install abatement equipment and WRS are assisting them in achieving full compliance.

### **Local Air Quality Management**

WRS have continued to undertake all the statutory reporting on behalf of the six Worcestershire Districts. For the Worcester City annual report, WRS piloted the new style report format. The experience gained by WRS in that process and our formal response to Defra's Air Quality Review this year has helped shape the updated Local Air Quality Management Regime introduced in early 2016. As part of the air quality work over the past year WRS updated the Countywide Action Plan detailing progress made on all the possible actions that could be taken to improve air quality in the county. As part of that work, a strong funding bid was submitted to Defra for an Air Quality Grant in conjunction with Worcestershire County Council. The bid was for support and promotion of the Worcestershire Car Share Scheme, an action that has been specifically identified in the County Air Quality Action Plan for a number of the AQMAs. Defra commented on the standard of the bid but the funding was heavily oversubscribed and unfortunately we were unsuccessful. However lessons learnt and experiences gained will be utilised for the same next year.

The very observant would have noticed two new 'green boxes' installed on the pavement at Foregate Street, Worcester and Worcester Road, Wychbold. These green boxes contain automatic continuous air quality analysers and have been installed in these two locations following concerns regarding the air quality. They will be in place for six months after which time we will be able to establish whether an Air Quality Management Area is required to be declared in each area.

### **Dog Warden Service**

Many will have seen the press coverage back last spring when 'Skeeter' a Staffordshire Bull Terrier was found battered and bruised tied to a tree in Wyre Forest District during sub-zero temperatures. Thankfully Skeeter now has a new home and has recovered from his injuries. Paul Hine, the WRS Senior Dog Warden presented a thorough and high quality prosecution file to Wyre Forest solicitors to enable them to prosecute the perpetrator. Thomas Hobbins was given an 18-month community order, during which time he must complete 250 hours unpaid work in the community, is disqualified from keeping an animal for life and ordered to pay £500 court costs and a £60 victim surcharge.

### **Licensing**

WRS Licensing Officers have worked closely with Immigration Officers on a campaign pilot to target illegal working within the Taxi and Private Hire Industry. The campaign run by the Home Office Immigration and Enforcement team was aimed at rooting out illegal working within the trade and some of the work carried out jointly included exchange of relevant data sets (as a pilot 500/600 out of 2500 records were exchanged) and visits to Private Hire Operator bases across the county to raise awareness on how to identify those who have the right to work in the United Kingdom versus those that do not. This exercise also gave Officers an opportunity to build on professional relationships between the Home Office/Immigration control and Licensing Officers, to cleanse data sets and match it to the information held by the

Home Office (immigration) and also to gather further intelligence by carrying out direct operational activities with those regulatory bodies. The outcomes from this pilot scheme have been very positive; out of 500/600 records exchanged only 2 drivers were investigated further and interviewed - with both of those cases ending in no further action required. There are plans to extend this work further and we are working with the Home Office to extend this exercise later in the year.

Licensing Officers have also reviewed a number of polices and conditions across the County during 2015/16 on a variety of subjects, these include consultation on each districts Gambling Act Policy Statement, Mobile Street Trading Conditions in two of the districts, review of the vehicle testing regime and another introducing a new night-time rank.

Following on from some joint visits to licensed gambling premises across the County with the Gambling Commission; Licensing Officers continued this good work and have now visited all licensed gambling premises across the County. Enforcement action is now being considered against one premise that has a possible illegal gaming machine on site and Officers have issued advice and guidance to a number of other licence holders for minor infringements of mandatory conditions.

Joint taxi vehicle enforcement exercises were also carried out with West Mercia Police and VOSA across the County during the year, which resulted in various outcomes, for example an immediate suspension due to a fuel leak; alongside other vehicles with minor policy infringements which drivers were given two weeks to correct. During these exercises West Mercia Police also impounded a non-taxi vehicle which had been modified – this vehicle had no valid insurance and due to its modifications was later destroyed.

The large project to improve licensing webpages in each district continues; Worcester City Council piloted the completely redesigned and re-launched web pages and this work is now being rolled out for Redditch with Bromsgrove, Wychavon, Malvern and Wyre Forest to follow.

Licensing contributes to the safeguarding of vulnerable children and adults by continuing to raise awareness of child sex exploitation amongst the licensed taxi trade and premise licence holders. We continue to be at the forefront of raising awareness of these real dangers by:

- Ensuring our own staff and Local Councillors are given awareness training – annually.
- Distributing our information leaflet on this subject matter to all 2.500 licensed Hackney Carriage and Private Hire Drivers - annually.
- Ensuring that raising awareness of CSE is on all Taxi Forum Agendas across the County.
- That a regular review of the systems we have in place are working, to ensure that any accusations against licensed taxi drivers are dealt with immediately and, where necessary, that the licence is suspended pending a formal hearing.

## **FINANCIAL MANAGEMENT**

### **Budget 2015/16**

Monthly financial monitoring reports have been presented to the Management Board and to each Joint Committee meeting. In addition, a robust ordering and authorisation process is in place to ensure the transparency and accuracy of costing. Good management of costs, income generation and the management of vacancies led to an underspend of £149,115 against the revenue budget of £4,081,000 after all costs including pension deficit are taken into account, which is 3.65%.

The draft outrun budget for 2015/16 is included as Appendix 4, along with the proposed budget for 2016/17 onwards. The outrun position is subject to final Audit, although the budget has now reduced so far that this is no longer a statutory requirement for specific audit of the WRS accounts. Hence, this will be done as part of the overall audit of Bromsgrove District Council's accounts. From 2016/17 onwards, there are no firm plans for further savings so the operating assumption for the time being is a standstill budget for 2017/18 onwards. The budget is set containing an income target of £263,000 to achieve break even. This income is to come from all sources, from sewer baiting grants from Severn Trent to contracted work for dog warden activity and everything else in between. This target is stretching but achievable and is uppermost in the minds of the management team. Last year the service brought in a total of over £300,000 including income from partners so we hope to achieve this again and extend it if we can, in line with our overarching business plan up to 2015-2018.

### **Increasing income generation**

Income was generated from a range of sources. WRS delivered on the first 12 months of 2-years funding from the Worcestershire Local Enterprise Partnership to explore the potential for an Earned Recognition scheme for small food producers and manufacturers which will enable them to seek new markets. On-going work on the Worcestershire Works Well project commissioned by the County Council's Public Health team yielded £10000 during 2015/16.

In terms of commercial contract work, the largest income generation was from the Dog Warden Service provision for Cheltenham, Tewkesbury and Gloucester City Councils. This was helped by the extension of the service provided in Gloucester City from dealing with dogs when they arrive at the kennels onwards to include collection of dogs. This has successfully utilised the existing Dog Wardens and contractors to make better use of resources and benefit from economies of scale. The next two significant income generators were contaminated land advice to planners and service requesters in Gloucester City, South Gloucestershire and Stratford-on-Avon Council areas and investigating Statutory Nuisance and providing Planning consultation support in Tewkesbury. Industrial permitting inspections, transcription of PACE tapes and planning support for Gloucester City, petroleum licensing inspections for Derby and Industrial permit inspections and air quality reporting for Herefordshire made up the remainder. There are a number of significant points concerning the work this year. The team has managed to maintain high standards of service for new clients, existing clients and the Partner Authorities; the volume of commercial work has increased and the variety of work has increased. This has led to more Officers being involved in income generation, sharing the burden and ensuring that income is either reinvested where possible or contributes to the underspend provided back to Partners at the end of the year.

The Trading Standards and Animal Health team earned over £50,000 in grant income from the Food Standards Agency via National Trading Standards Board for delivering Animal Feed inspections at premises in Worcestershire. This particular income stream has come about because of threatened action by the EU's Food and Veterinary Mission in relation to the UK's failure to undertake regulatory activity in relation animal feed. This grant scheme should remain in place for 2016/17 following which the Agency will review how the work is delivered.

### **WORKFORCE PLANING AND HUMAN RESOURCES MANAGEMENT**

With the departure of the original Head of Service and the need to find savings to meet the needs of all seven partners, a review of both management structures and the legal agreement upon which the partnership is founded was commenced by the Acting Head of Service, Ivor Pumfrey, working with the WRS Management Board and supported by the Host's HR and Legal Teams. The County Council's exit from the partnership, and the savings it requested, required further changes to the management team. The final agreed proposal saw the deletion of the Business Manager level, a reduction in the number of Team Manager Posts and a re-organisation of responsibilities at this level, plus the introduction of a new post focused on business development and relationship maintenance. Appendix 1 contains the new structure chart for April 2016 onwards.

The new WRS structure effectively came into being during October 2015 with David Mellors being appointed as Environmental Health and Trading Standards Manager covering all of the responsibilities of his Community Environmental Health team, (Food Safety, Health and Safety and Statutory Nuisance, with some other minor areas) and the Trading Standards remit (Weights and Measures, Food and Agricultural Standards, Product Safety, Fair Trading, Animal Health.) Mark Cox was appointed as Technical Services Manager covering Technical Pollution (managing Planning, IPPC, Contaminated Land, Air Quality and the County Council's Petroleum/ Explosives), Dog Wardens and Pest Control. Susan Garratt was appointed to head up our Licensing and Support Services team. This all followed on from the appointment of Simon Wilkes to the Head of Service role. Mark Kay and Chris Phillips volunteered for redundancy, leaving the service before the end of the financial year.

The new Business and Relationships Manager will work with the management team on developing leads and winning new business, as well as supporting the team with maintaining its relationships with partners. The new post-holder was appointed during February 2016 and commences with the service in early May.

Sickness absence levels are running at 2.3 days per FTE person. This continues the downward trend seen previously but, with levels this low, it is now about maintaining this kind of figure. It is impossible to prevent all illness and people with active lives away from work will have accidents from time to time. We will continue to use Bromsgrove's processes to try to ease the sickness rates, however, at a time of rapid change, there is likely to be some impact on staff sickness, even where managers are providing all of the relevant support to staff. Figures so far would suggest that we have a fairly resilient staff cohort and that managers are doing their best to support people or deal with issues.

Turnover of staff has increased as we have been through both voluntary and compulsory redundancy processes to deliver efficiencies and re-shape delivery for some partners. Some staff also decided to move onto pastures new. To deliver planned savings going into 2015/16, whilst much of this was delivered through the change of accommodation, some further savings had to be achieved through redundancy. Only one of these was compulsory. At the 1<sup>st</sup> April 2015, the total staff establishment was around 84 FTE. To go into 2016/17 at the budget envelope envisaged, a further round of efficiency savings and one or two re-designs of delivery for certain partners resulted in a further redundancy process during 2015/16. By moving people around within the service and allowing volunteers to go, we kept again to a single compulsory redundancy during the year. The service starts 2016/17 with a staff compliment of 73, including the Trading Standards team who will become employed by the County Council during 2016/17.

All staff participated in the Personal Development Review (PDR) process last year and this has been fed into a personal training plan for each officer and an overall training plan for the service. The latter allows us to look at opportunities for running training in-house (bringing the trainer to us) where there is sufficient need, which is significantly more cost effective than going to external providers. WRS Officers receive two performance reviews per annum through the service's formal PDR system. The annual detailed review and 6-monthly progress check is designed to identify development needs and discuss how each person contributes more widely to the service's key strategic priorities and service delivery. All PDR reports are countersigned by the next level of management to ensure consistency, openness and transparency and ensure that nothing is missed.

The staff survey had a reasonable response with just over half of the team responding. Managers will be working with staff to understand why this was the case. The performance indicator reported is a straight-forward one based on those scoring 5 or above to the relevant question. In order to get a better picture, the net positive/negative scores have been calculated by subtracting the number of respondents scoring 0-4 from those scoring 8-10. Score 5-7 have been excluded as these are considered neutral which is not where we want to be as an organisation

As with last year, the Management Team were able to review these initial results at a meeting in May and are very pleased that most are positive with many being strongly positive (+40 or more). There are however some areas which have changed since last year. There were slight increases in numbers who reported:

- Concerns over sufficiency of training
- Using their skills to full effect
- Concerns about conflict within teams- although the score of 60 still makes the overall position strongly positive
- Coping with the demands placed on me and being able to get support when I need it

There were also improvements in a number of areas including:

- Teams working well together (although this still needs to improve further)
- Clarity of how their role contributes to the service's purposes
- Receiving praise when I deserve it (one of the things managers were asked to work on last year)
- All aspects of awareness and understanding of why change is happening to and within the service

Key areas of concern are around:

- Numbers of staff not routinely taking a daily lunch break
- People not feeling they are delivering the same levels of service as they were 12 months ago

Some of these responses highlight the increasing pressures being created by the reduced resource base however these need to be seen in the light of some very positive responses to the majority of questions. Management Team will be addressing the findings of the workforce survey over the coming months through dialogue with colleagues during briefings and 1-2-1 meetings, to see if some of these issues can be resolved or allayed.

### **ACCOMMODATION**

On 23<sup>rd</sup> March 2015, WRS re-located to Wyre Forest House, Finepoint Way, Kidderminster. Staff have settled quickly and are enjoying their new surroundings. Our hosts have made us very welcome and offered great support to the service in a number of areas.

The use of flexible and mobile working is generally now the norm, with staff frequently using home as their start and finish point for work in the field. Officers will come into the office two or three days per week to liaise with managers and colleagues or for meetings, and on the other days they work flexibly. The touch down points retained in each of the councils (we are still looking to establish a new presence in Worcester,) have provided an excellent venue for licensing surgeries and these have been welcomed by the taxi trade in particular. This move has also enabled staff to strike a better work/life balance which is essential for good morale.

### **BUSINESS TRANSFORMATION (SERVICE DELIVERY)**

We have spent the year embedding and normalising many of the slight changes to working practices that have been created, and adopting the continuous improvement model of thinking.

We will continue to look at how the Intelligence Operating Model can be used with some Environmental Health functions. There will not be a full fit, but some elements of the model like its problem solving approach will be applicable. The Intelligence Unit within the service has helped to both direct the work of the service and to provide information for managers and members on outputs. This will continue to develop during the coming years, even following the departure of Trading Standards from the partnership. There are some areas of the system like Public Access, where implementation remains an on-going process. The system is now in day to day use by staff and, whilst there are some niggles (which should be resolved by the latest version,) it is providing valuable performance data for the service and has been very useful in developing our fee-earner model, which members will see more of during 2015/16. One thing that this work has highlighted is the need for good time recording of activity to give accurate costings. The system can do this and managers will continue to work with staff to maximise the levels of information recorded.

### **RISK MANAGEMENT**

WRS recognises that the development of policy, delivery of service priorities and the management of its services for seven partners attract risk.

In reviewing its service risks and the effects of management strategies and policies WRS seeks to;

- Identify, assess and manage risk
- Safeguard the services assets and equipment
- Focus on the delivery of its service to its customers

The Service aims to ensure that Risk Management becomes a natural component of its management process and that when and where appropriate; risks are avoided, reduced, transferred or retained. As part of these arrangements, a WRS risk register has been developed that can be integrated with the partners individual risk registers. This register will be maintained and reviewed periodically to assess current risks and identify forthcoming priorities. The current risk register appears as Appendix 2.

### **EQUALITY & DIVERSITY**

WRS is committed to equality of opportunity and respect for diversity. The service links in with the hosts adopted Equality Standard for Local Government as a framework to help embed equality and diversity into everyday aspects of its work.

### **THE NEXT STEPS**

As we head into the next period the service's principle challenge remains developing a service delivery model that meets all our partners differing financial pressures. The development of IT based solutions to promote self-help/ channel shift and increasing the ability of our newly created in-house Duty Officers to resolve problems at first point of contact are key threads in our proposals for increasing efficiency and delivering the service at lower cost.

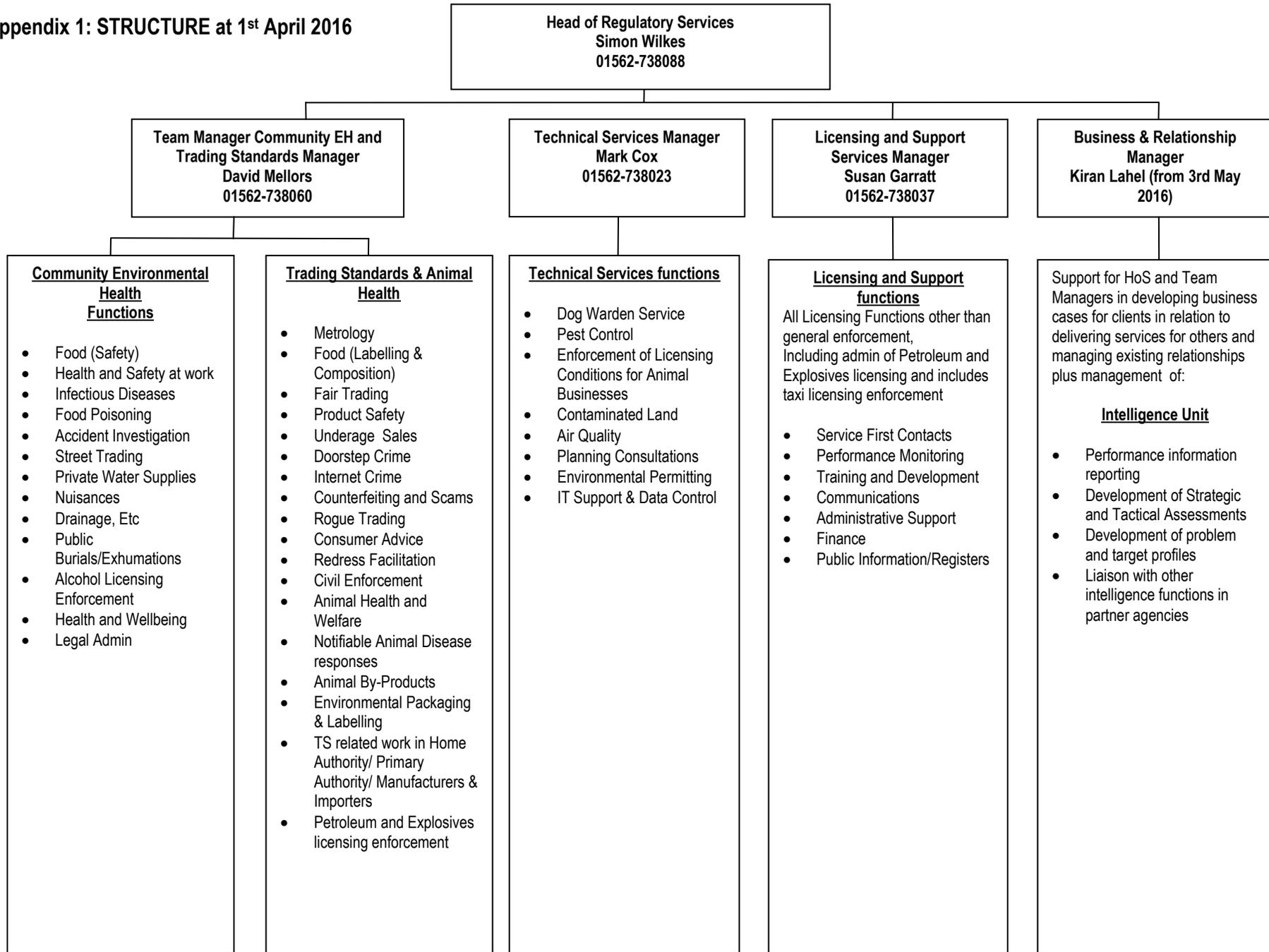
As we will continue to be in an ever changing environment, communications with staff will remain a key element of strategy for maintaining performance, so we will maintain our various channels of communication to keep them informed of developments and involve them in the change process.

### **Key Milestones for 2016/17**

- Continued delivery of the WRS Business Plan 2015-2018 and our annual operational service plans
- Continue to look at ways of generating income for the service, particularly look to deliver a whole service area for a client.
- Increase income from grants and other forms like Primary Authority arrangements

- Following our philosophy of continuous improvement, continue to review operations to improve marginal efficiencies,
- Continue the process of channel shift by increasing the customer's ability to use self-help, do transactions on-line and monitor progress of their piece of work on-line.
- Support the County Council to achieve its aspiration of leaving the partnership fully but maintaining links that help to support both WRS and the trading standards service to the benefit of local people

Appendix 1: STRUCTURE at 1<sup>st</sup> April 2016



## Appendix 2 – WRS Risk Register

Risk Description	Consequences	When is this likely to happen	Current Position			Control measures
			Likelihood	Impact	Matrix RAG Status	
Loss of Data through IT failures	Disruption to Service Provision. Inability to produce records and data.	On-going	Low	High	Green	Wyre Forest ICT has effective processes and business continuity plans in place.
Ability to deliver self-help through the ICT system and internet is more limited than anticipated	System cannot deliver all that was promised or efficiencies are not delivered as the channels offered to the public do not satisfy their demand. Increased demand for F2F or telephone support results in long wait times and poor customer service.	April 2016 onwards	Low	High	Amber	Development of the system is now treated as business as usual, with priority going to public access and self-help/ self-service to continue the channel shift process. Re-structure in Licensing & Support Services has created new roles to increase telephony capacity for first point of contact solution delivery, a range of registers are now published on the website and more information is being added. Development of the module to allow direct recording of service requests from the website is underway.
Effective and efficient Business Continuity arrangements in place	Disruption to service if e.g. Major Power failures or other reasons that access to Wyre Forest House is not possible.	On-going	Very Low	Medium	Green	Staff are equipped for mobile/home working. Touchdown stations available in partner council locations. The Christmas 2015 exercise of operating from the emergency control centre in Kidderminster was a success, indicating that such measures would work well in event of an emergency.
Maintain our capacity to achieve service delivery	Disruption to service e.g. Major staff sickness (e.g. flu pandemic) or Unable to recruit or retain suitably qualified staff.	On-going	Low	Medium	Green	Service priorities to be managed and partners informed of any changes to service. Consultants are available to provide short term cover and this has worked well where we have used them to cover peak demand periods. We are active within regional and sub-regional groups to share resources if required. Effective training and development processes in place to ensure recruitment and retention of staff. Regular inventory and maintenance of equipment. In future budget for replace may be an issue but would be a relatively small amount for partners to share.
Pest and Dog Control contractors cease operations.	Disruption to service. Negative media coverage. Increased public health risks	On-going	Low	High	Green	New framework contract has 4 suppliers so the loss of one allows work to be moved to the other 3.

Effective and efficient contract arrangement for dog control	Disruption to service if no kennels available. Negative media coverage. Increased public health risks	On-going	Low	High	Amber	Budget available to use temporary staff or buy in use of other private sector providers in short term. New contracts are in place and Warden Service now fully in-house.
Robust arrangements in place in relation to obtaining legal advice and monitoring legislative changes.	Negative media coverage through loss of major case.  Loss of confidence in the service.  Financial loss	On-going	Low	Medium	Green	Use of competent staff to undertake investigations.  Proper scheme of delegation to ensure authority to take decisions is clear and monitor for legislative changes.  Clear enforcement policy in place & ensure compliance with legal procedures.  Effective liaison with partner councils' legal services departments.
Robust arrangements in place to respond to an environmental incident/disaster	Negative media coverage if major infectious disease incident or animal disease outbreak not handled well.  Impact on other service areas.  Well-being of staff.	On-going	Low	High	Amber	Processes for response to incidents clear.  Effective liaison with government departments and agencies.  Managers to deploy staff to support other teams.  Mutual aid arrangements with neighbours in place for Animal disease outbreaks
Failure to maintain effective budgetary control	Financial loss  Inability to pay staff/contractors  Reputational damage	On-going	Low	High	Green	Effective delegation of financial decisions.  Devolution of cost centres to managers.  Monthly reporting within WRS.  Quarterly reporting to management board and Joint Committee  Compliance with Bromsgrove's financial procedures.
Criticism or intervention by Government if they are unhappy with service provision.	Reputational damage.	On-going	Very low	low	Green	Keep key government stakeholders apprised of WRS plans and business transformation and address any concerns at an early stage.
Achieve stable levels of contribution from partner authorities	Level of support from constituent authorities for Regulatory Services will vary due to variations in income	On-going	Low	High	Amber	Ok if partners conform with legal agreement on budgetary cost
Host provides high quality support services to ensure effective	Cost of hosting may increase and level of support required may not be	On-going	Medium	Medium	Amber	Ensure Management Board informed of significant failings

service provision	met resulting in the service performance being affected. Failure in host support					Maintain on-going liaison with host authority Host authority to deal with issues in a timely fashion
Minimise any perceived or real democratic deficit	Members and citizens may perceive that the joint service is not as good as the previous one.	On-going	Low	Medium	<b>Green</b>	Ensure good communications back to the constituent authorities  Ensure all publicity pushes the joint nature of services  Maintaining some kind of "localism" in the operational delivery
Effective communication with internal partners	Some elements of the new service have key links back to services within the authorities e.g. Planning. These cannot be lost otherwise processes will not work properly	On-going	Low	Low	<b>Green</b>	Ongoing liaison with relevant parts in partner councils (e.g. Planning)
Development where possible of harmonised approach to service delivery by partners	Different conditions in different areas, Business customers operating in more than one area face different requirements from the same service. One system should create standard fees	On-going			<b>Green</b>	Gradually move towards a more standardised approach within the demands of individual local authorities for savings  Have clear scripting for Customer Service staff so that they know the different provisions in each district

**Appendix 3  
Performance Measures 2016/17**

	<b>Measure</b>	<b>Reporting Frequency</b>	<b>Background</b>
1	% of service requests where resolution is achieved to customers satisfaction	Quarterly	Based on questionnaires send out to a significant number of members of the public who use the service.
2	% of service requests where resolution is achieved to business satisfaction	Quarterly	Based on questionnaires send out to a significant number of businesses inspected or otherwise contacted by the service.
3	% businesses broadly compliant at first assessment/ inspection	Annually	Based on the proportion of businesses meeting the key purpose from a regulatory perspective i.e. food businesses produce safe food.
4	% of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	Based on proportion of businesses scoring 1-2 star on a national Food Hygiene Rating Scheme assessment (2 stars and below is deemed to be at risk of not producing safe food.)
5	% of drivers licence renewal applications issued within 5 working days.	6-monthly	New 2016/17 Based on the proportion of drivers licence renewals issued within 5 working days of receipt of application. Note new applicants all require DBS checks and time frames for these fall outside of WRS control, hence they are not included.
6	% of vehicles found to be defective whilst in service	6-monthly	Percentage of vehicles stopped during enforcement exercises that are required to be removed from service for remedial work before being allowed to carry on operating.
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly	Based on questionnaires send out to a significant number of members of the public and businesses who have used the service.
8	Review of register of complaints and compliments	Quarterly	All are recorded Increasing compliments/ Reduced complaints

9	Staff sickness absence at public sector average or better	Quarterly	Sickness recorded using host processes. Public sector average 8.75 or better
10	% of staff who enjoy working for WRS	Annually	Taken from the staff survey.
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	Indicator, linked to Crime & Disorder agenda, looking at performance of premises license holders and control on their activity.
12	Rate of noise complaint per 1000 head of population	6-monthly	Place indicator, potential link to quality of life and health and well-being.
13	Total income	6-monthly	New for 2016/17 Expressed as a % of district base revenue budget (16/17)
14	Cost of regulatory services per head of population	Annually	New for 2016/17. Will be total spend divided by the total population, based on the most recent mid-year estimate available at the time of publication. NB: Calculation will offset income against revenue budget to account for external income sources

## Appendix 4: Detailed outrun for Regulatory Services 2015/16

	Summary - Budget 12 Months to March 2016	Summary - Expenditure to March 2016	Summary - Variance
	£'000	£'000	£'000
<b>Employees</b>			
Salary	3,229	2,921	-309
Agency Staff	0	182	182
Subscription	3	4	1
Employee Insurance	16	16	-0
<b>Sub-Total – Employees</b>	<b>3,248</b>	<b>3,123</b>	<b>-125</b>
<b>Premises</b>			
Rent	67	63	-4
Cleaning	1	0	-1
Utilities	0	0	0
<b>Sub-Total – Premises</b>	<b>68</b>	<b>63</b>	<b>-5</b>
<b>Transport</b>			
Vehicle Hire	13	9	-4
Vehicle Fuel	8	3	-5
Road Fund Tax	1	1	-0
Vehicle Insurance	3	2	-1
Vehicle Maintenance	3	10	7
Car Allowances	105	161	56
<b>Sub-Total – Transport</b>	<b>133</b>	<b>186</b>	<b>53</b>
<b>Supplies and Services</b>			
Furniture & Equipment	36	77	42
Test Purchases	5	1	-4
Clothes, uniforms and laundry	3	1	-2
Printing & Photocopying	25	24	-1

Publications	3	2	-0
Postage	11	11	0
ICT	69	44	-25
Legal Costs	5	2	-3
Telephones	40	21	-18
Training & Seminars	24	20	-4
Car Parking & Subsistence	0	0	0
Insurance	30	34	4
Third Party Payments			
Support Service Recharges	113	113	0
Audit	5	-2	-7
ICT Hosting	60	53	-7
<b>Sub-Total - Supplies &amp; Service</b>	<b>427</b>	<b>405</b>	<b>-23</b>
<b>Contractors</b>			
Dog Warden	145	135	-10
Pest Control	35	83	48
Analytical Services - Trading Standards	24	17	-7
Trading Standards	10	22	12
Licensing	15	9	-6
Other contractors/consultants	3	11	8
Water Safety	10	6	-4
Food Safety	2	0	-2
Environmental Protection	17	60	43
Taxi Tests	30	39	9
Grants / Subscriptions	22	19	-3
Advertising	11	2	-9
Publicity & Promotions	2	0	-2
CRB Checks	25	24	-1
<b>Sub-Total</b>	<b>351</b>	<b>427</b>	<b>76</b>
<b>Income</b>			
Training Courses / Bereavement / Works in Default / Sewer Baiting etc	-80	-390	-310

Forward Pension Rate Increase by 2.5% in 15-16	-66	0	66
<b>Sub-Total</b>	<b>-146</b>	<b>-390</b>	<b>-244</b>
	<b>4,081</b>	<b>3,813</b>	<b>-268</b>
Pension Deficit - Funded by Partners	0	119	119
<b>Sub-Total</b>	<b>0</b>	<b>119</b>	<b>119</b>
	<b>4,081</b>	<b>3,932</b>	<b>-149</b>

## Appendix 5: REGULATORY SERVICES BUDGET 2016 / 2017 and onwards

Account description	Budget 2016 / 17 £000's	Budget 2017/18 £000's	Budget 2018/19 £000's
<b>Employees</b>			
Monthly salaries	2,452	2,452	2,452
Training for professional qualifications	2	2	2
Medical fees (employees')	2	2	2
Employers' liability insurance	16	16	16
Employees' professional subscriptions	4	4	4
<b>Sub-Total – Employees</b>	<b>2,475</b>	<b>2,475</b>	<b>2,475</b>
<b>Premises</b>			
Internal repair/maint.	0	0	0
Rents	52	52	52
Utilities	0	0	0
Business Rates	0	0	0
Room hire	2	2	2
Trade Waste	0	0	0
Cleaning and domestic supplies	0	0	0

**Sub-Total – Premises****54****54****54****Transport**

Vehicle repairs/maint'ce

3

3

3

Diesel fuel

8

8

8

Licences

1

1

1

Contract hire of vehicles

3

3

3

Vehicle insurances

3

3

3

Van Lease

9

9

9

Fares &amp; Car Parking

5

5

5

Car allowances

82

82

82

**Sub-Total – Transport****114****114****114****Supplies & Service**

Equipment - purchase/maintenance/rental

19

19

19

Materials

9

9

9

Clothing and uniforms

2

2

2

Laundry

1

1

1

Training fees

22

22

22

General insurances

30

30

30

Printing and stationery

18

18

18

Books and publications

2

2

2

Postage/packaging

11

11

11

ICT

60

60

60

Telephones

23

23

23

Taxi Tests

30

30

30

CRB Checks (taxi)

25

25

25

Legal fees

0

0

0

Support service recharges

100

100

100

Support service recharges – ICT	44	44	44
Audit	5	5	5
<b>Sub-Total - Supplies &amp; Service</b>	<b>401</b>	<b>401</b>	<b>401</b>
<b>Contractors</b>			
Consultants / Contractors' fees/charges/SLA's	228	228	228
Advertising (general)	4	4	4
Grants and subscriptions	11	11	11
Marketing/promotion/publicity	2	2	2
<b>Sub-Total – Contractors</b>	<b>245</b>	<b>245</b>	<b>245</b>
<b>Income</b>			
Grants / Nuisance Work / Food Training / Contaminated Land / Stray Dogs / Sewer Baiting etc	-263	-263	-263
<b>Sub-Total – Income</b>	<b>-263</b>	<b>-263</b>	<b>-263</b>
<b>DISTRICT PARTNERSHIP BUDGET going forward</b>	<b>3,025</b>	<b>3,025</b>	<b>3,025</b>

**Pension Deficit Partner Contributions going forward**

	£'000	£'000	£'000
Bromsgrove	14	15	15
Redditch	17	18	18
Wyre Forest	16	16	17
Wychavon	22	23	24
Malvern	12	13	13
Worcs City	17	17	18
County	26	27	29
<b>Total</b>	<b>124</b>	<b>129</b>	<b>134</b>



**Licensing**

**Environmental Health**

Page 51

<i>Complaints, enquiries and notifications</i>	<b>2015/16</b>	<b>%</b>
<b>Dog Control</b>	31	2.4
<b>Dog Control (number of lost, found or stray dogs)</b>	178	13.8
<b>Food Safety</b>	122	9.4
<b>Health and Safety</b>	39	3.0
<b>Health and Safety (accident reports)</b>	48	3.7
<b>Information Requests</b>	120	9.3
<b>Planning</b>	286	22.1
<b>Pollution</b>	378	29.3

**FHRS Inspections**  
270

<i>Complaints, enquiries and applications</i>	<b>2015/16</b>	<b>%</b>
<b>Animal</b>	61	5.1
<b>Caravan</b>	0	0.0
<b>Gambling</b>	32	2.7
<b>Licensing Act</b>	523	44.0
<b>Scrap Metal</b>	2	0.2
<b>Sex Establishments</b>	0	0.0
<b>Skin Piercing</b>	21	1.8
<b>Street</b>	67	5.6
<b>Taxi</b>	483	40.6
	<b>1,189</b>	<b>100.0</b>

## Environmental Health

Page 52

<i>Complaints, enquiries and notifications</i>	2015/16	%
Dog Control	50	3.6
Dog Control (number of lost, found or stray dogs)	230	16.5
Food Safety	144	10.3
Health and Safety	39	2.8
Health and Safety (accident reports)	41	2.9
Information Requests	98	7.0
Planning	444	31.8
Pollution	294	21.0

FHRS Inspections  
200

## Licensing

<i>Complaints, enquiries and applications</i>	2015/16	%
Animal	57	5.5
Caravan	1	0.1
Gambling	37	3.6
Licensing Act	631	60.7
Scrap Metal	3	0.3
Sex Establishments	0	0.0
Skin Piercing	7	0.7
Street	75	7.2
Taxi	228	21.9
	<b>1,039</b>	<b>100.0</b>

## Environmental Health

Page 55

<i>Complaints, enquiries and notifications</i>	<b>2015/16</b>	<b>%</b>
<b>Dog Control</b>	43	3.9
<b>Dog Control (number of lost, found or stray dogs)</b>	225	20.5
<b>Food Safety</b>	80	7.3
<b>Health and Safety</b>	40	3.6
<b>Health and Safety (accident reports)</b>	27	2.5
<b>Information Requests</b>	94	8.6
<b>Planning</b>	127	11.6
<b>Pollution</b>	363	33.1

FHRS Inspections  
158

## Licensing

<i>Complaints, enquiries and applications</i>	<b>2015/16</b>	<b>%</b>
<b>Animal</b>	11	0.6
<b>Caravan</b>	0	0.0
<b>Gambling</b>	16	0.9
<b>Licensing Act</b>	302	17.8
<b>Scrap Metal</b>	3	0.2
<b>Sex Establishments</b>	1	0.1
<b>Skin Piercing</b>	26	1.5
<b>Street</b>	40	2.4
<b>Taxi</b>	1,302	76.5
	<b>1,701</b>	<b>100.0</b>



## Environmental Health

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<i>Complaints, enquiries and notifications</i>	2015/16	%
Dog Control	49	3.4
Dog Control (number of lost, found or stray dogs)	294	20.2
Food Safety	190	13.0
Health and Safety	68	4.7
Health and Safety (accident reports)	43	3.0
Information Requests	98	6.7
Planning	88	6.0
Pollution	484	33.2

FHRS Inspections  
232

## Licensing

<i>Complaints, enquiries and applications</i>	2015/16	%
Animal	17	1.0
Caravan	0	0.0
Gambling	54	3.2
Licensing Act	656	38.6
Scrap Metal	4	0.2
Sex Establishments	3	0.2
Skin Piercing	28	1.6
Street	206	12.1
Taxi	730	43.0
	<b>1,698</b>	<b>100.0</b>

## Environmental Health

Page 55

<i>Complaints, enquiries and notifications</i>	<b>2015/16</b>	<b>%</b>
Dog Control	63	2.8
Dog Control (number of lost, found or stray dogs)	362	16.3
Food Safety	238	10.7
Health and Safety	48	2.2
Health and Safety (accident reports)	41	1.8
Information Requests	143	6.4
Planning	768	34.6
Pollution	456	20.5
Public Health	102	4.6

**FHRS Inspections**  
323

## Licensing

<i>Complaints, enquiries and applications</i>	<b>2015/16</b>	<b>%</b>
<b>Animal</b>	105	5.2
<b>Caravan</b>	34	1.7
<b>Gambling</b>	92	4.5
<b>Licensing Act</b>	898	44.2
<b>Scrap Metal</b>	2	0.1
<b>Sex Establishments</b>	4	0.2
<b>Skin Piercing</b>	11	0.5
<b>Street</b>	126	6.2
<b>Taxi</b>	760	37.4
	<b>2,032</b>	<b>100.0</b>



Licensing

Environmental Health

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<i>Complaints, enquiries and notifications</i>	2015/16	%
Dog Control	44	3.1
Dog Control (number of lost, found or stray dogs)	351	24.8
Food Safety	142	10.0
Health and Safety	59	4.2
Health and Safety (accident reports)	30	2.1
Information Requests	105	7.4
Planning	168	11.9
Pollution	374	26.4

FHRS Inspections  
249

<i>Complaints, enquiries and applications</i>	2015/16	%
Animal	42	4.0
Caravan	2	0.2
Gambling	49	4.6
Licensing Act	504	47.6
Scrap Metal	8	0.8
Sex Establishments	4	0.4
Skin Piercing	17	1.6
Street	113	10.7
Taxi	319	30.2
	<b>1,058</b>	<b>100.0</b>

Complaints and enquiries received directly by WRS  
551

### Trading Standards

Page 57

<i>Received via Citizens Advice Consumer Service</i>	2015/16	%
House fittings and appliances	1,572	26.1
Other household requirements	560	9.3
Personal goods and services	636	10.6
Professional and financial services	430	7.1
Transport	1,289	21.4
Leisure	499	8.3
Commercial goods and services	30	0.5
Broadcasting	1	0.0
<b>Cases with no category assigned</b>	999	16.6
	<b>6,016</b>	<b>100.0</b>

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# Worcestershire Regulatory Services

*Supporting and protecting you*

## Worcestershire Regulatory Services Board 22<sup>nd</sup> June 2016

### Activity and Performance Data Quarters 1, 2 3 and 4

#### Recommendation

That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.

#### Background

The report covers both district and county functionality so covers the wide range of local authority corporate priorities to which regulatory services contribute.

The detail of the report focuses on Q4 but the actual data allows comparison with previous quarters and previous years.

#### Contribution to Priorities

Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county

#### Report

##### Activity Data

With respect to **district functions**, as usual, licensing and environmental nuisance continue to make the most impact in terms of demand which is understandable given their direct impact on the public.

The Team Manager has provided a good outline of work done by the Community Environmental Health teams. Quarter 4 saw an increase in nuisance related issues compared with Quarter 3, but in line with the same quarter the previous year. Jan-March saw an increase in the common issues of domestic accumulation, noise and similar nuisance cases compared with Oct - December.

Service requests for both food safety and Health and Safety at Work were up compared with the previous Quarter, but on a par with previous periods. Over 350 food hygiene inspections were carried out in Q4 and the food hygiene inspection programme was completed as anticipated. Also during Q4, the service was given the Better Business for All Innovation Award by the Better Regulation Delivery Office (part of BIS, now called Regulatory Delivery,) for its work to support Asian catering



businesses in the county with compliance across a range of areas including food hygiene, food standards and health and safety. The project was delivered by a team from across the Trading Standards and Environmental health professions and it is hoped that this can be built upon following the county's taking back of its functions.

Planning consultations continue to make large demands in terms of numbers and complexity on the team. Numbers of applications referred or requiring a response were higher than the previous quarter and similar to the same quarter last year, however, the requests to discharge conditions based on our input is significantly up on Q4 last year and higher than the previous quarter. Request to discharge tend to be more time consuming and technical as they are where potential issues have been flagged by conditions that the developers are trying to resolve.

Whilst not significantly different to the previous quarter, the number of stray or lost dogs reported has fallen slightly. This is an ongoing trend, which can be attributed to two main factors. Firstly having many years of dog wardens being in place, most of the habitual straying dogs and packs of roaming dogs have been addressed by seizing the dogs and owners repaying the charges or having their dogs rehomed. The second reason is the increasing use of social media to publicise when someone has found or lost a stray dog. For found dogs this is a worrying trend. With Dog Warden's no longer being notified the found dog remains in the finder's care which brings many risk assessment concerns around dogs in unsuitable homes and in a stressful situation. In most cases an advert is posted for anyone to claim the dog as theirs with no checks being made.

The licensing statistics chart (shown on page 19) shows that applications and service requests under the Licensing Act and Hackney Carriage and Private Hire taxi legislation remain a consistent demand across all four quarters during 15/16. The data in Q3 showed a slight increase in applications for charitable collections than those received in the previous two quarters and this increase has also shown itself in Q4; this is a normal trend and highlights the rhythm of work annually in the charitable sector, i.e. Charities tend to apply for street collection permits at the end of the year stating their preferred collection date/s for the calendar year ahead –by processing the bulk of these types of applications in this way (earlier) enables our customers to plan their charitable events better for the year ahead.

The Licensing Team have worked closely with Immigration Officers on a campaign pilot to target illegal working within the Taxi and Private Hire Industry during Q4. The campaign was aimed at rooting out illegal working and some of the work carried out jointly included exchange of relevant data sets (as a pilot around 550 out of 2500 records were exchanged) and visits to Private Hire Operator bases across the county to raise awareness on how to identify those who have the right to work in the United Kingdom versus those that don't. This exercise also gave us an opportunity to build on professional relationships between the



Home Office/Immigration control and WRS Officers; to cleanse our data sets and match it to the information held by the Home Office (immigration) and also to gather further intelligence by carrying out direct operational activities with those regulatory bodies. The outcome of this pilot scheme has been very good; out of the 550 odd records exchanged only 2 drivers were investigated further and interviewed - with both cases ending in no further action required. WRS is working with the Home Office to extend this pilot to all records later in the year.

**Trading standards** service requests are slightly up compared with Q3 and similar to Q2 but below Q4 last year.

The top three complaint categories are second hand cars, building work and clothing with food coming 4th. Furniture is now down at 5<sup>th</sup>, having been in 3<sup>rd</sup> place for a number of years because of the high level of investment these purchases normally reflect.

Activity continues to be focussed on rogue traders who target vulnerable people, consumer products that are dangerous and can cause people harm and traders with a large number of complaints against them.

### **Performance**

Full details of the end of year performance are included in the annual report. For completeness, they are also included with this activity data.

Customer satisfaction figures for Q2 are 77.9% which is slightly up on last quarter and consistent with the overall satisfaction of 77% for all of last year.

Business satisfaction ended at 97.9%, slightly up on last year and 76.8% of customers feel better equipped to deal with problems after speaking with us which is also a slight increase on the last year.

The cumulative number of sick days per staff member is 2.3 days which surpassed last year's 3.9 days per FTE.

Performance overall is comparable and in some areas improved over last year and we will work as a team to ensure this is reflected at year end. See appendix B Table of PIs)

Finally a couple of press releases from the quarter that should be of interest. All of WRS press releases are available on the website.

### **Items of interest**

#### **Rogue Trading**

The case against Harvil Shaw resulted in a 2 year prison sentence being imposed for Fraud Act and Consumer Protection from Unfair Trading Regulations offences. The offences included use of a false name to hide his history from Internet searches and false claims regarding membership of trade associations and insurance backing



for the product.

The Judge when summing up referred to Mr Shaw as a common criminal, a conman who had caused loss to decent trusting people. The loss was not only financial but the anxiety and stress caused to actual victims.

Costs in the sum of £8,824 were sought and the judge ordered a contribution of costs of £5,000. An application was also made for disqualification as a director and the judge made an order that he be disqualified for a period of 10 years.

### **Master Chef achieves Gold Award**

Eckington Manor is the latest business to achieve a Gold Healthier Choices Food award. Chefs Sue Stinchcombe and her husband Mark are the couple behind the Farm to Fork food philosophy at the heart of Eckington Manor. Together, Mark and Sue entice guests with their seasonal menus and recipes developed using produce from Eckington Manor's award winning farm, orchard, vegetable and herb gardens. They offer healthier options such as fish of the day, vegetable soups and beef casserole. All meals offered are cooked from fresh ingredients from the farm, as well as from other local producers.

Customers can request that the food is cooked differently such as being poached or grilled and smaller portions of the menu items are available for children.

This award is the latest achievement following Mark Stinchcombe's recent title of winner of MasterChef: The Professionals 2015.

'We are proud to receive the Gold standard for this award and to use local food suppliers' Mark and Sue Stinchcombe

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## **Contact Points**

## **Background Papers**

Appendix A: Activity Report (separate document)  
Appendix B: Performance indicators Table



Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	83%	77%	77.9%	<b>78.2%</b>
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98%	98%	98%	<b>97.9%</b>
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	<b>97.4%</b> Bromsgrove 97.1% Malvern 97% Redditch 95.1% Worcester 98.2% Wychavon 99.1% Wyre Forest 96.6%
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	NA	NA	NA	<b>2.6%</b> Bromsgrove 2.9% Malvern 3% Redditch 4.9% Worcester 1.8% Wychavon 0.8% Wyre Forest 3.4%
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 6 Worcester 5 Wychavon 1 Wyre Forest 3 <b>Total 17</b> <b>1.1%</b>	NA	Bromsgrove 1 Malvern Hills 1 Redditch 12 Worcester 5 Wychavon 1 Wyre Forest 3 <b>Total 23</b> <b>1.47%</b>
6. % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 2 Worcester 3 Wychavon 2 Wyre Forest 2 <b>Total 11</b> <b>0.81%</b>	NA	Bromsgrove 1 Malvern Hills 1 Redditch 2 Worcester 3 Wychavon 2 Wyre Forest 2 <b>Total 11</b> <b>0.81%</b>
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	80%	73%	76.7%	<b>76.8%</b>



8. Review of register of complaints/ compliments NB: See breakdown tables	Quarterly	6/24	9/32	5/22	11/ 25 = 31/103
9. Annual staff sickness absence at public sector average or better	Quarterly	0.99 day/ FTE	1.55 days/ FTE	2.13 days/ FTE	<b>2.3 days per FTE</b>
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	<b>85%</b>
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 3.6% Malvern Hills 1.4% Redditch 4.8% Worcester 5.4% Wychavon 3.6% Wyre Forest 4.7% <b>Worcestershire 3.9%</b>	NA	Bromsgrove 7.9% Malvern 3% Redditch 8.4% Wyre Forest 9.4% Worcester 9.4% Wychavon 5.5% <b>Worcestershire 6.9%</b>
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.64 Malvern Hills 1.51 Redditch 2.12 Worcester 2.67 Wychavon 1.56 Wyre Forest 1.71 <b>Worcestershire 1.87</b>	NA	Bromsgrove 2.7 Malvern 2.3 Redditch 3.7 Worcester 4.0 Wychavon 2.6 Wyre Forest 3.0 <b>Worcestershire 3.1</b>



# Activity Report 2015/16

Produced by WRS Intelligence | [wrsintel@worsregservices.gov.uk](mailto:wrsintel@worsregservices.gov.uk)

Worcestershire  
**Regulatory Services**

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Agenda Item 8

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# Service Overview

## Simon Wilkes

Head of Regulatory Services

Welcome to the activity data for the final quarter of 2015/16, which allows you to see the picture of the work that has been done by WRS on behalf of the partners during all of this financial year. Each of the team managers has provided an indication of the work that their teams have been focused on. I hope that you find this informative.

Throughout the year, the teams have worked hard to deliver what is required of them by elected members and the public of Worcestershire. In many of the areas that we cover, the Regulators Code requires that we do not impose unnecessary burdens on businesses, only requiring of them what the law requires, nothing more. Sometimes it is difficult to balance this with the needs of members of the public who are being inconvenienced by the activity but we strive to do this and I hope this is reflected for you in the satisfaction figures from businesses and the public who have contacted us.

We hope the information in this document paints the picture of Worcestershire that we describe in our mission statement, “a healthy safe and fair place to live, where businesses can thrive.” Whilst we only play a small part in achieving this with other colleagues across the public sector and with businesses, it seems clear to me that we continue to make a difference by acting on your behalf in the way we do.

In early 2016, Government launched a review of local government’s role in regulation, to which I responded on behalf of the then 7 partners, supported by my Management Board colleagues. Again I was able to paint a balanced picture of the service supporting legitimate honest businesses whilst we pursue those who would ignore the law and put both the public and honest businesses at risk. I hope the management team have been able to show you this with this data set and all of the other information we have provided through the year.

Many thanks for your continuing support,



Simon Wilkes



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



# Environmental Health Overview

## David Mellors

Community Environmental Health Manager

This was a particularly challenging quarter for the Community Environmental Health Team as it went through a consultation and subsequent redundancy process to reduce establishment by five full time equivalent members of staff to help the service achieve the budget envelope set by partners going in to 2016/17.

Despite this, performance remained high as described below.

### National Innovation Award

The way WRS is helping the local Asian restaurant sector improve in areas like food composition, food safety and health and safety won the “Innovation” award at the Better Business for All Awards in London in March 2016. WRS beat competition from locations across England to be recognised for its innovative collaboration.

The award highlighted WRS’s seminar programme, arranged with the Bangladeshi Catering Association UK, with the help of the Worcester Islamic Association. The seminars support restaurant owners and managers to gain confidence and understanding in self-compliance with regulations, as well as to understand the positive business support that local regulators can provide. The Rt Hon Sajid Javid, Minister for Business Innovation and Skills and MP for Bromsgrove has attended one seminar to offer his support to the programme. These successes have resulted in Primary Authority agreements with the Bangladesh Caterers Association UK and the Guild of Bangladeshi Restaurateurs, establishing WRS as the “go-to” authority for some 30,000 business members nationwide.

The latest seminar which proved a great success was held in Malvern in March.

### “Protect the environment for future generations”

During the period WRS recorded 12 cases relating to private water supplies.

### “Improve quality of life and wellbeing by ensuring clean and safe neighbourhoods”

During Quarter 4 (Q4) WRS recorded 1,369 cases relating to this strategic objective representing a 10.9% increase when compared to the previous quarter (October – December). This increase is consistent with previous years and is a result of a higher number of cases relating to accumulations at domestic properties, noise pollution and air pollution (smoke, fumes and gases).

Cases relating to noise pollution (27.1%) remain the areas of highest demand.

In terms of geography the highest percentage of pollution and public health cases received related to the districts of Wychavon and Worcester City.



**Bromsgrove**  
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## Environmental Health Overview (continued)

Notable pollution and public health cases received during the current assessment period included:

Noise pollution from premises in Bromsgrove due to the use of skips and industrial machinery;  
Noise from a motor cross event in Wyre Forest;  
Noise pollution from a residential property in Bromsgrove;  
Burning of waste from a residential property in Wyre Forest;

During Q4 WRS recorded 123 cases relating to health and safety and 40 cases relating to infectious diseases. Around 40% of cases related to health and safety complaints or enquires however the total number of cases relating to this objective represents a decrease of 32.3% when compared to the previous quarter (October – December). In terms of geography the highest percentage of health and safety and infectious disease cases during the current assessment period related to the districts of Bromsgrove (20.3%) and Worcester City (19.0%).

### **“Ensure a safe, healthy and sustainable food chain for the benefit of consumers and the rural economy”**

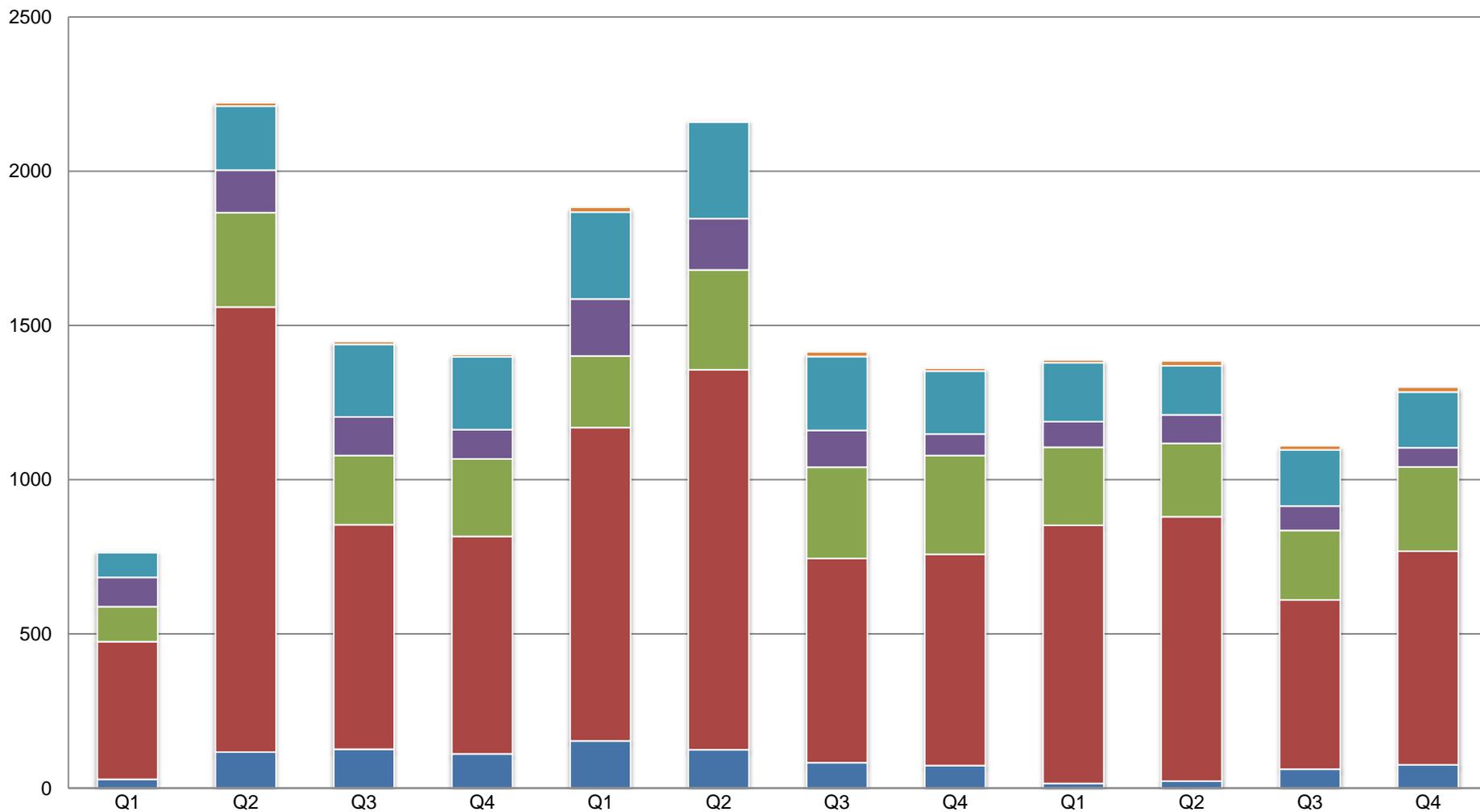
Activities falling under this strategic objective are either proactive food safety interventions or reactive work resulting from complaints and enquiries relating to food safety.

During Q4 WRS recorded 291 cases relating to this strategic objective. This represents a 26.0% increase when compared to the previous quarter (October – December). The highest number of food safety cases related to enquiries and requests for advice (50.9%).

In terms of geography the highest percentage of food safety cases received related to the district of Wychavon (24.4%). In addition 356 inspections were conducted at premises included in the Food Hygiene Rating Scheme.

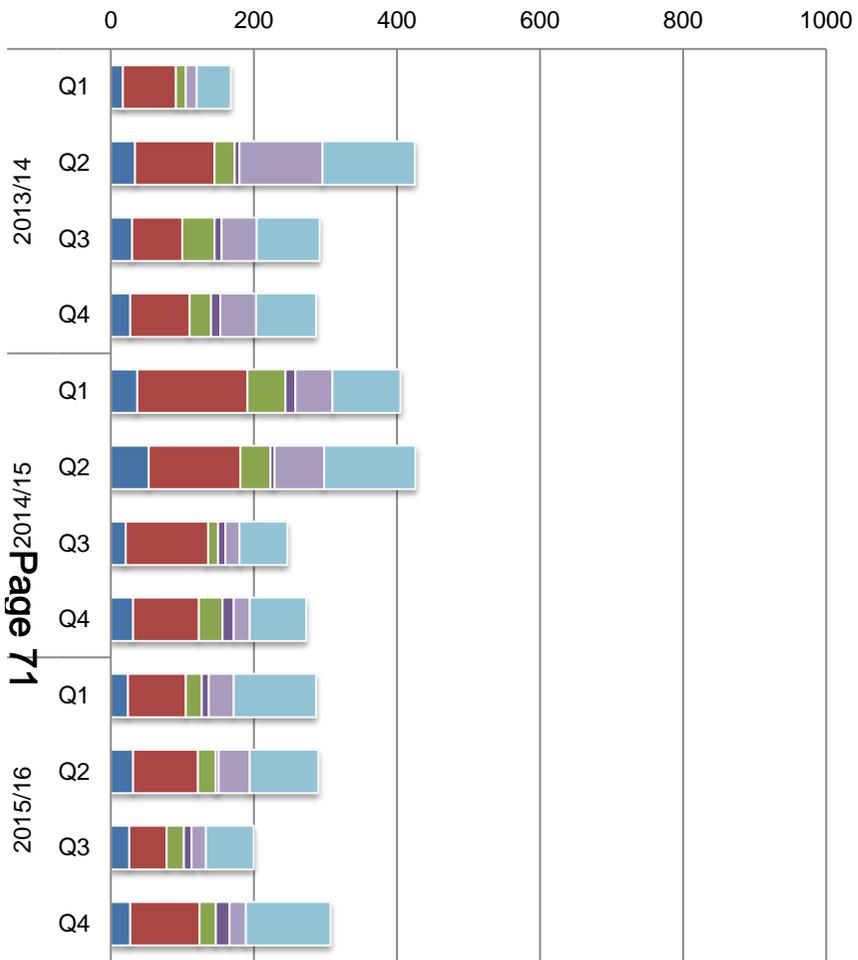
Food premises in Redditch were subject to an Emergency Hygiene Prohibition Notice due to an extensive infestation by mice.

Environmental Health Service Requests



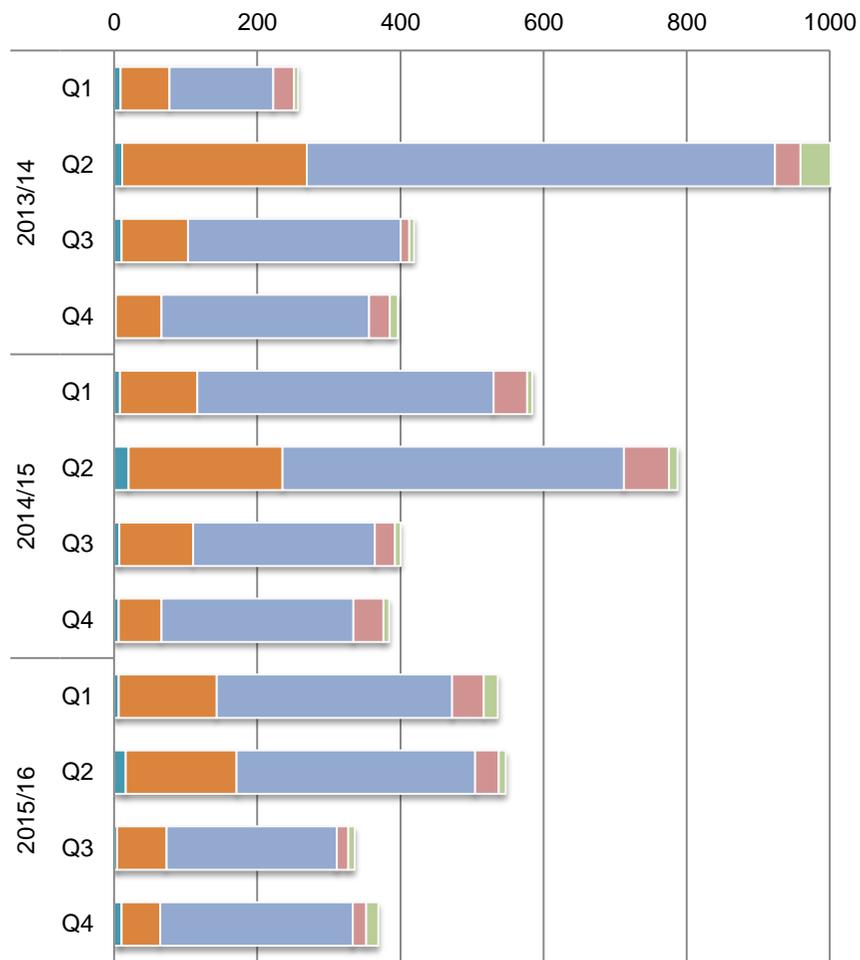
	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	16	13	16
Information Requests	81	208	236	236	281	313	239	204	191	159	183	181
Health & Safety	95	138	125	95	185	166	120	70	83	92	79	62
Food	113	305	224	251	232	324	295	320	253	238	225	273
Environmental	446	1443	728	705	1016	1231	662	685	837	857	548	692
Dog Control	29	117	126	111	153	125	83	73	15	23	62	76

**Nuisance Cases (excluding noise)**



- Accumulations - Commercial
- Accumulations - Domestic
- Drainage
- Light Nuisance
- Odour
- Smoke, Fumes and Gases

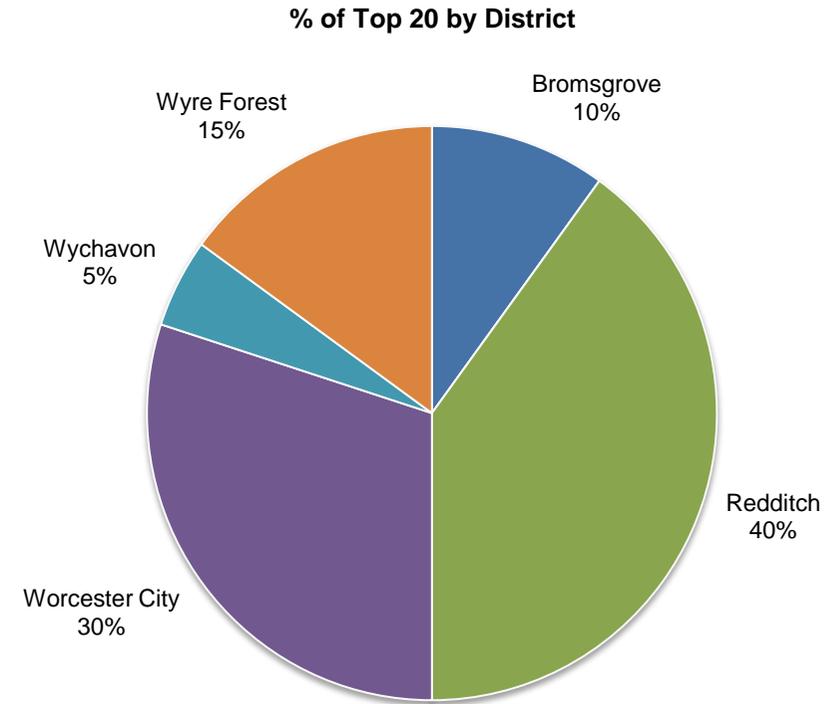
**Noise Cases**



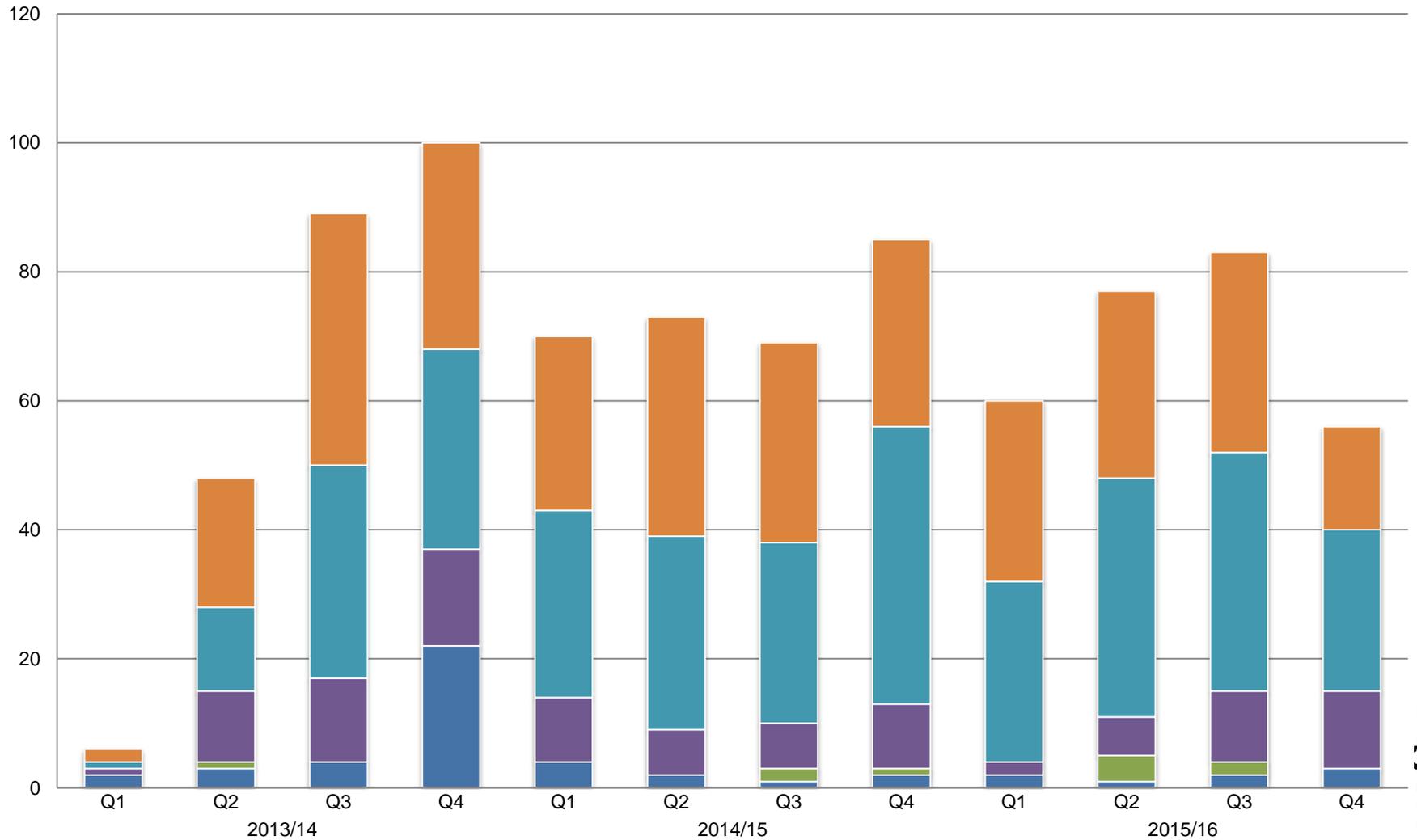
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

**Noise Cases by Ward (top 20)**

Ward	Total	Population	Rate (%)
Cathedral	69	10372	0.67%
Batchley and Brockhill	38	8338	0.46%
Warndon	34	5812	0.58%
Charford	34	6639	0.51%
Gorse Hill	32	5353	0.60%
Nunnery	31	8103	0.38%
Evesham North	30	5079	0.59%
Alvechurch	30	6675	0.45%
Abbey	28	6063	0.46%
Winyates	27	8409	0.32%
Arboretum	26	6171	0.42%
Matchborough	26	6171	0.42%
Headless Cross and Oakenshaw	26	8706	0.30%
Church Hill	25	7982	0.31%
Bewdley and Arley	24	6327	0.38%
Broadwaters	23	7936	0.29%
Lodge Park	23	5740	0.40%
Claines	22	8191	0.27%
Greenlands	21	8984	0.23%
Greenhill	20	8003	0.25%



Accident Reports

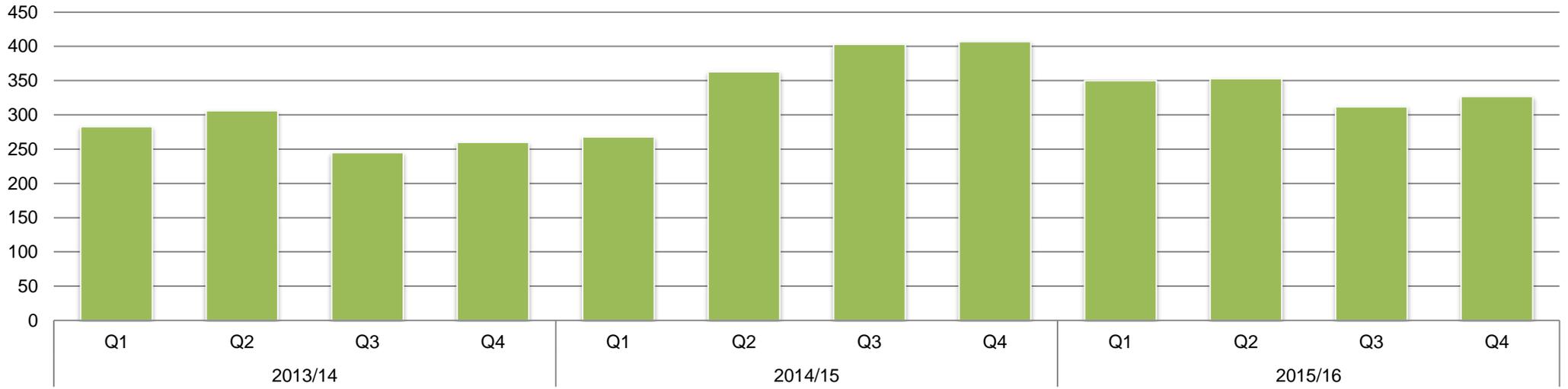


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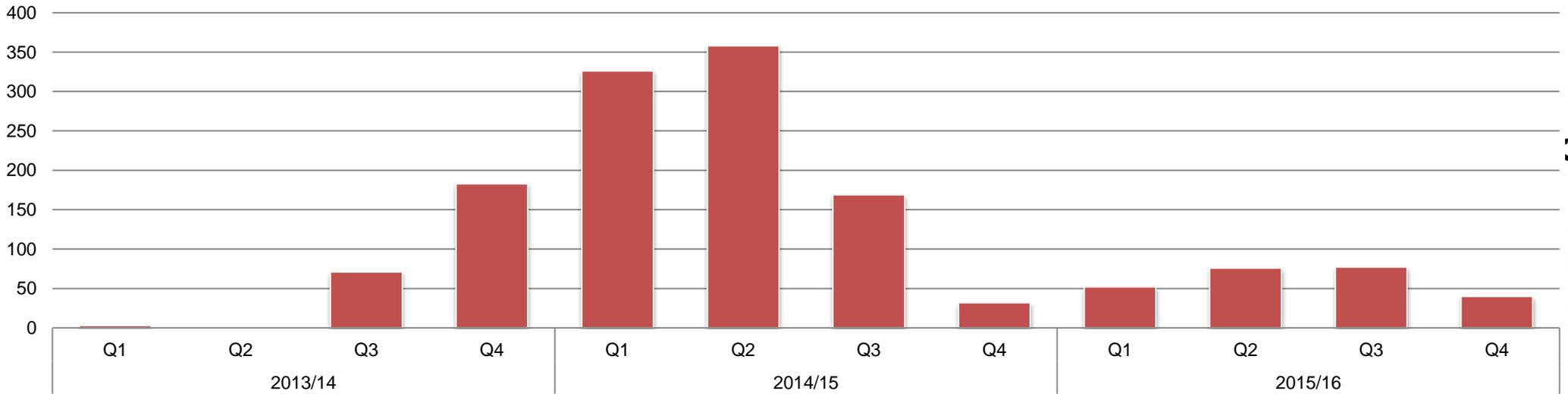
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**FHRS Inspections**



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**Infectious Disease Notifications**



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# Technical Pollution Overview

**Mark Cox**

Technical Services Manager

## Planning Consultations

During the fourth quarter numbers of consultation requests and requests to discharge on planning applications rose from the previous quarter. For Air Quality consultations this was the highest volume of consultations received. The team has had to adjust work patterns to accommodate this increase in demand during a busy time for completion of other work that has a deadline at the end of the financial year.

## Dog Warden and Pest Control Service

Whilst not significantly different to the previous quarter, the number of stray or lost dogs reported has fallen slightly. This is an ongoing trend, which can be attributed to two main factors. Firstly having many years of dog wardens being in place, most of the habitual straying dogs and packs of roaming dogs have been addressed by seizing the dogs and owners repaying the charges or having their dogs rehomed. The second reason is the increasing use of social media to publicise when someone has found or lost a stray dog. For found dogs this is a worrying trend. With Dog Warden's no longer being notified the found dog remains in the finders care which brings many risk assessment concerns around dogs in unsuitable homes and in a stressful situation. In most cases an advert is posted for anyone to claim the dog as theirs with no checks being made. All lost or found dogs should be reported to the Dog Warden on 01905822799.

## Contaminated Land and Air Quality

As well as providing planning support on these two technical subjects proactive work is also undertaken.

There has been a significant push on digitising all contaminated land files and that has now been completed for the Wychavon District. Files for the more significant sites in Redditch and Bromsgrove have also been completed. The aim of this work is to enable simpler and swifter access to the information and has included the production of site summary notes for the more significant sites that can be provided upon request by the public when required during conveyancing or for use by WRS and consultants in undertaking risk assessments of property for development.

The final Air Quality annual reports for the financial year have been produced for Bromsgrove and Worcester City. Traditionally known as Updating and Screening Assessments considering changes to Districts whether there may be an impact on air quality, Defra are looking to change the reporting. WRS along with a couple of other local authorities trialled the new reporting template for Defra in the production of Worcester City's annual report for the 2015 period. Both Bromsgrove and other Districts reports in the old style and Worcester City's in the new style are available on the WRS website.



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District Council  
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**Malvern Hills**  
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[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)



**REDDITCH BOROUGH COUNCIL**  
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**Worcester**  
CITY COUNCIL



**WYCHAVON**  
DISTRICT COUNCIL  
good services, good value



**Wyre Forest**  
District Council

## Contaminated Land and Air Quality (continued)

In addition to reporting, WRS has been organising enhanced monitoring using continuous analysers at two locations; Foregate Street, Worcester and the Post Office, Wychbold [Wychavon District]. Both areas are showing levels of nitrogen dioxide close to the National Objective. The enhanced monitoring will give greater clarity on the actual levels.

### Environmental Permitting

During the 3rd Quarter the report detailed changes to the regulation of small waste oil burning activity and the additional costs the changes introduced. During the 4th Quarter staff consulted with 30-40 affected businesses and confirm that all have voluntarily agreed to convert their appliance to clean fuel oil where possible. The outcome of this positive step is a reduction in regulatory burden and improvement for local air quality.

Other significant development and joint working with businesses in partner areas are listed below : -

#### Worcester City

Following last years prosecution of Webflex, work is progressing and they are due to install new abatement equipment to their printing processes in May 2016.

Due to the intermittency of the 'Sophia' heat treatment process at Aeromet WRS have agreed to raise the VOC emission limit which will enable the company to comply with their permit.

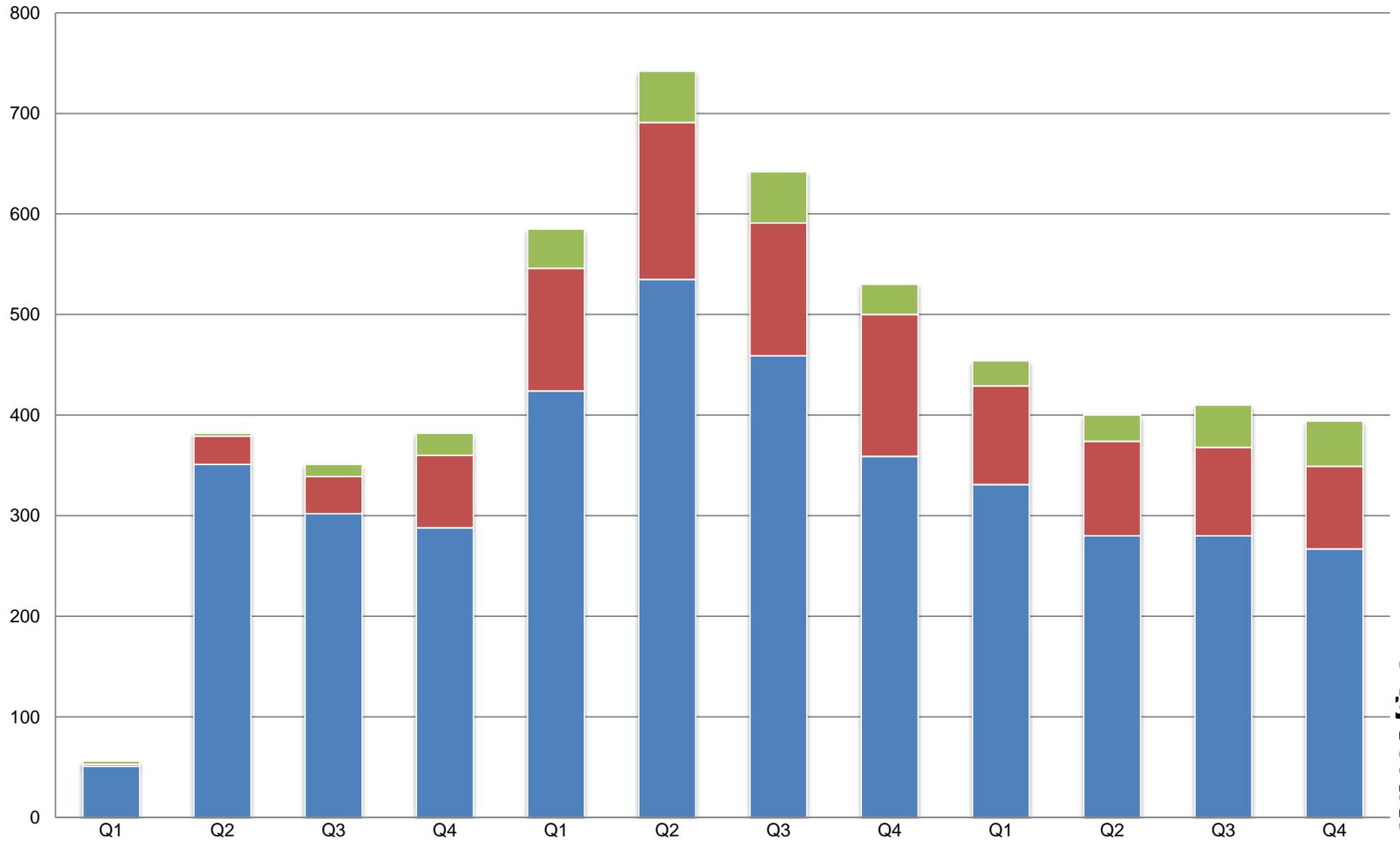
Working continues with Mazak with a view to granting a derogation under the solvent reduction scheme as alternative lower VOC coatings materials have proven ineffective on their products due to the harsh working environment (cutting fluid and swarf).

#### Wychavon District Council

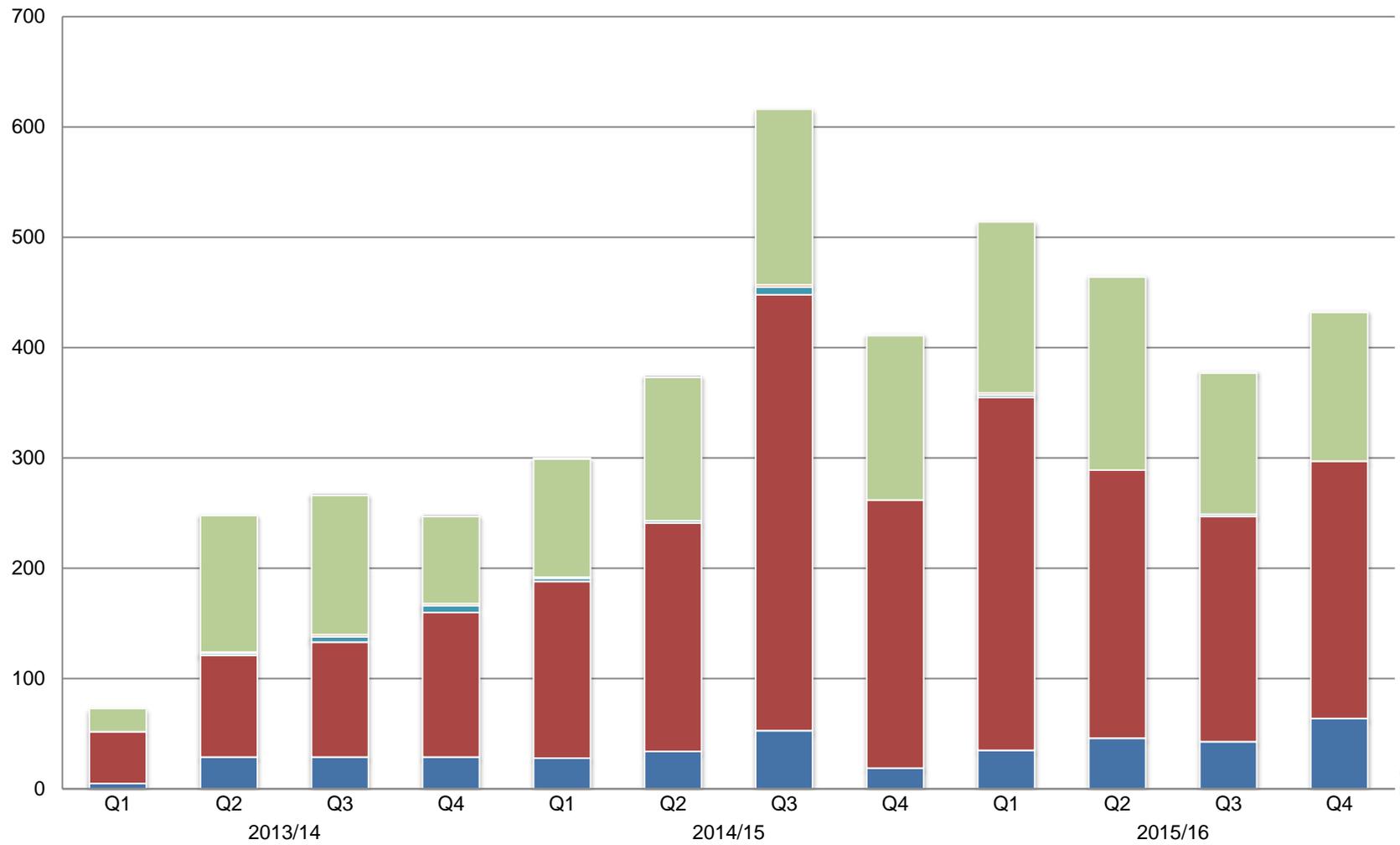
Weinberger continue to deliver improvements to noise emissions from their Hartlebury brickworks in accordance with the requirements of their A2 permit. They are currently installing new Kiln chimney deflectors LEV silencer and compressor house attenuation at a cost of around £214,000. Once complete local residents should observe improvements in the local noise climate.

#### Redditch Borough Council

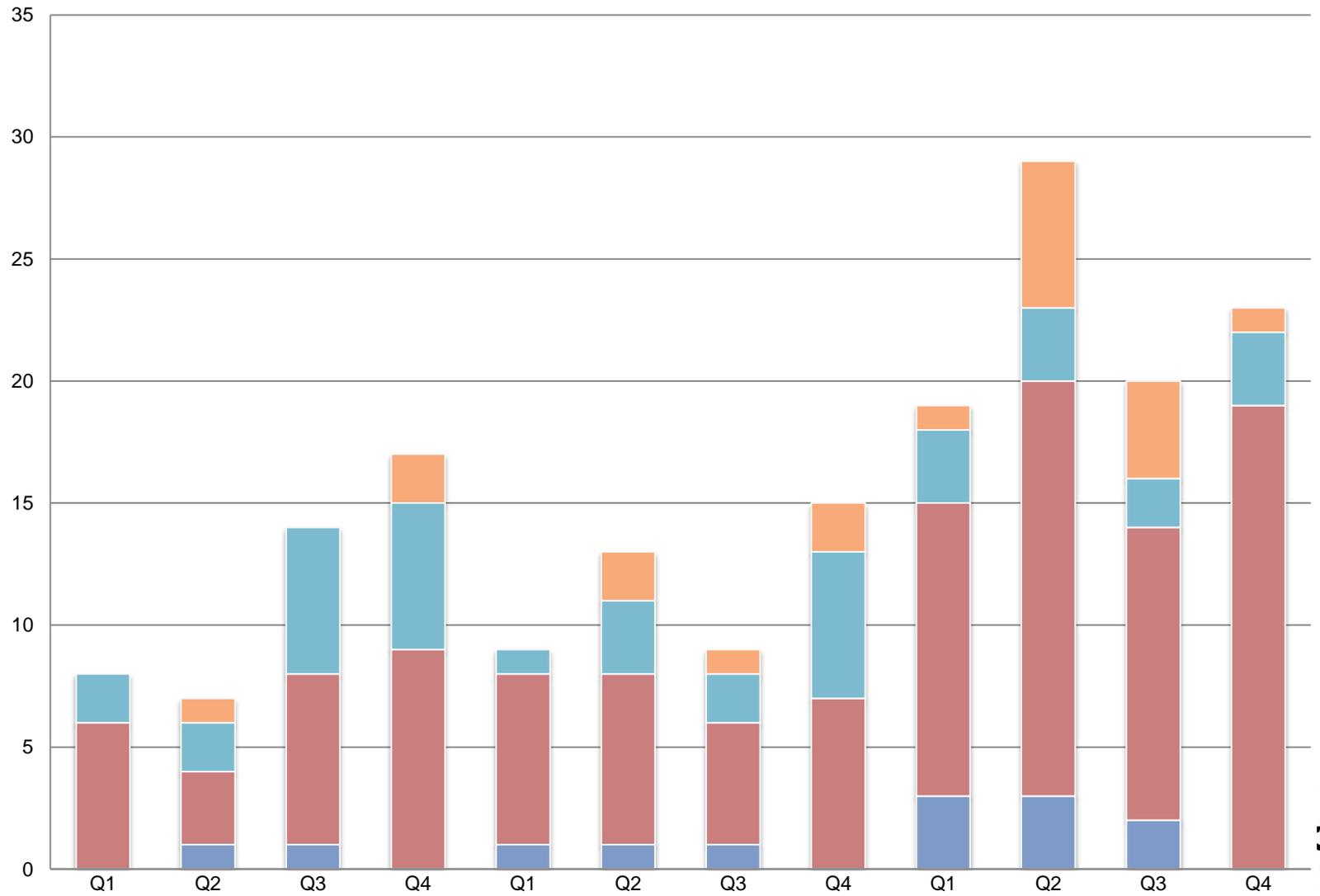
WRS are in negotiations with Redditch Crematorium over proposals to reduce lower equipment operating temperatures in an attempt to increase fuel efficiency and reduce overall running costs. WRS have agreed to the trail in principle and are discussion the details of the proposal, which means that the operating temperature would be reduced from the 850 degrees Celsius recommended by DEFRA down to 800. This would introduce the need to monitor the output to atmosphere for dioxins, which may negate the savings achieve by the lower operating temperature. The proposed change would have no impact on the use of the waste heat to heat the nearby swimming pool as this is yielded up by cooling the mixture of gases to 200 degrees Celsius before it goes into the filtration systems ahead of release to the atmosphere.



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	26	42	45
Report of Lost Dog	2	28	37	72	122	156	132	141	98	94	88	82
Contained Stray Dog	51	351	302	288	424	535	459	359	331	280	280	267



	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Consultation - Private Water Supplies	0	0	0	0	1	0	0	0	0	1	1	0
Consultation - PPC	1	2	2	2	0	2	0	1	0	0	1	1
Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	155	175	128	135
Consultation - Health and Safety	1	2	2	2	1	0	2	0	2	0	0	0
Consultation - Food	2	5	5	6	3	2	7	0	2	0	2	0
Consultation - Contaminated Land	47	92	104	131	160	207	395	243	320	243	204	233
Consultation - Air Quality	5	29	29	29	28	34	53	19	35	46	43	64



	2013/14				2014/15				2015/16			
Request to Discharge - Nuisance	0	1	2		2	1	2	1	6	4	1	
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	3	2	3
Request to Discharge - Health and Safety		0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Food		0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Contaminated Land	6	3	7	9	7	7	5	7	12	17	12	19
Request to Discharge - Air Quality		1	1		1	1	1		3	3	2	0

# Trading Standards and Animal Health Overview

## David Mellors

Trading Standards and Animal Health Manager

Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. Priority areas for investigation by the team are rogue traders preying on vulnerable people, unsafe consumer products that have caused/have the potential to cause injury and issues involving significant economic detriment. Activity is also tasked where a trader has a significant number of complaints recorded against him/her.

The following cases were of particular note during Q4:

### **Animal Health: Ban and community order for farmer that allowed suffering**

A Worcestershire farmer who kept animals in very poor conditions and breached a notice preventing him from moving cattle was banned from keeping livestock and given a community order, after a prosecution by Worcestershire Regulatory Services.

John Bruce, aged 43 of Crabbe Yard, Wadborough, pleaded guilty at Worcester Magistrates Court to a total of five offences including allowing unnecessary suffering as well as failures to provide the required care, feed, separation of animals, and notification of the death of an animal. He also asked the court to take into consideration a further seven offences relating to breaking a prohibition notice that prevented him from moving cattle without a license, after previously failing to comply with bovine tuberculosis (TB) testing at the farm. The court heard that on two separate occasions last year one animal had been found dead and the majority of the remaining herd had been found in very poor conditions at Mr. Bruce's Ridgeway Park Farm in Throckmorton.

Mr. Bruce had previously repeatedly ignored advice from APHA vets who had visited the farm on several occasions.

Magistrates handed Mr. Bruce a 12-month Community Order with 200 hours unpaid work and 10 days rehabilitation activities, ordered him to pay £9,850 costs and a £60 victim surcharge, and gave him a Banning Order from any involvement with livestock for two years.

### **Animal Health: Vale man fined over rabies risk dog**

An Evesham resident was given a conditional discharge for 12 months and ordered to pay £300 costs after illegally bringing a puppy into the country which hadn't had the required Rabies jab.

The missing vaccination was spotted in September 2015 on the pet passport when the owner Ventseslav Georgiev brought the Chihuahua puppy into a local veterinary surgery. The Vets noticed the passport failed to show the necessary vaccination and contacted Worcestershire Regulatory Services. The Officers paid a visit to the surgery, confirmed the passport was invalid as the puppy had not been vaccinated and it was immediately placed in quarantine. It was noted that the puppy would have been too young to have received the relevant vaccination when it arrived in the UK via the Port of Dover in July 2015.

Redditch Magistrates heard that Mr. Georgiev, of Old School Court, Hampton, had bought the puppy whilst on holiday as he was aware that it was cheaper to buy it abroad. The court also heard that Mr. Georgiev had not purchased a ferry ticket for the puppy thereby failing to disclose that a puppy was being transported. The 34-year-old also failed to notice the warning signs at the Port regarding bringing an animal into the UK. Mr. Georgiev pleaded guilty and was also ordered to pay a victim surcharge of £15

## Trading Standards and Animal Health Overview (continued)

### Rogue Trading

The case against Harvil Shaw resulted in a 2 year prison sentence being imposed for Fraud Act and Consumer Protection from Unfair Trading Regulations offences. The offences included use of a false name to hide his history from Internet searches and false claims regarding membership of trade associations and insurance backing for the product.

The Judge when summing up referred to Mr Shaw as a common criminal, a conman who had caused loss to decent trusting people. The loss was not only financial but the anxiety and stress caused to actual victims.

Costs in the sum of £8,824 were sought and the judge ordered a contribution of costs of £5,000. An application was also made for disqualification as a director and the judge made an order that he be disqualified for a period of 10 years.

There are two other cases waiting to be heard – one relating to the possession of non-duty paid cigarettes and the other for various fraud offences relating to a kitchen fitter.

### Fair Trading

Alpine Motors sold a mis-described motor home that had previously been involved in an accident. None of this history was disclosed to the purchaser and to compound matters the seller then sent a forged vehicle report indicating there was no indication of it being damaged.

Following a two day trial at the Magistrates court Mr Cooper was convicted of 5 offences including the Regulatory matters, fraud and an offence of forgery. The company was also convicted of the two regulatory offences.

For the offence of Fraud Mr Cooper received 26 weeks in custody. For the forgery and Counterfeiting offence he was handed 26 weeks in custody consecutive to the first sentence. Both sentences were suspended for 2 years. In addition he was sentenced to 200 hours of unpaid work.

The consumer received compensation of £10,000 with a Victim surcharge of £100. Costs of £4,659.96 were awarded.

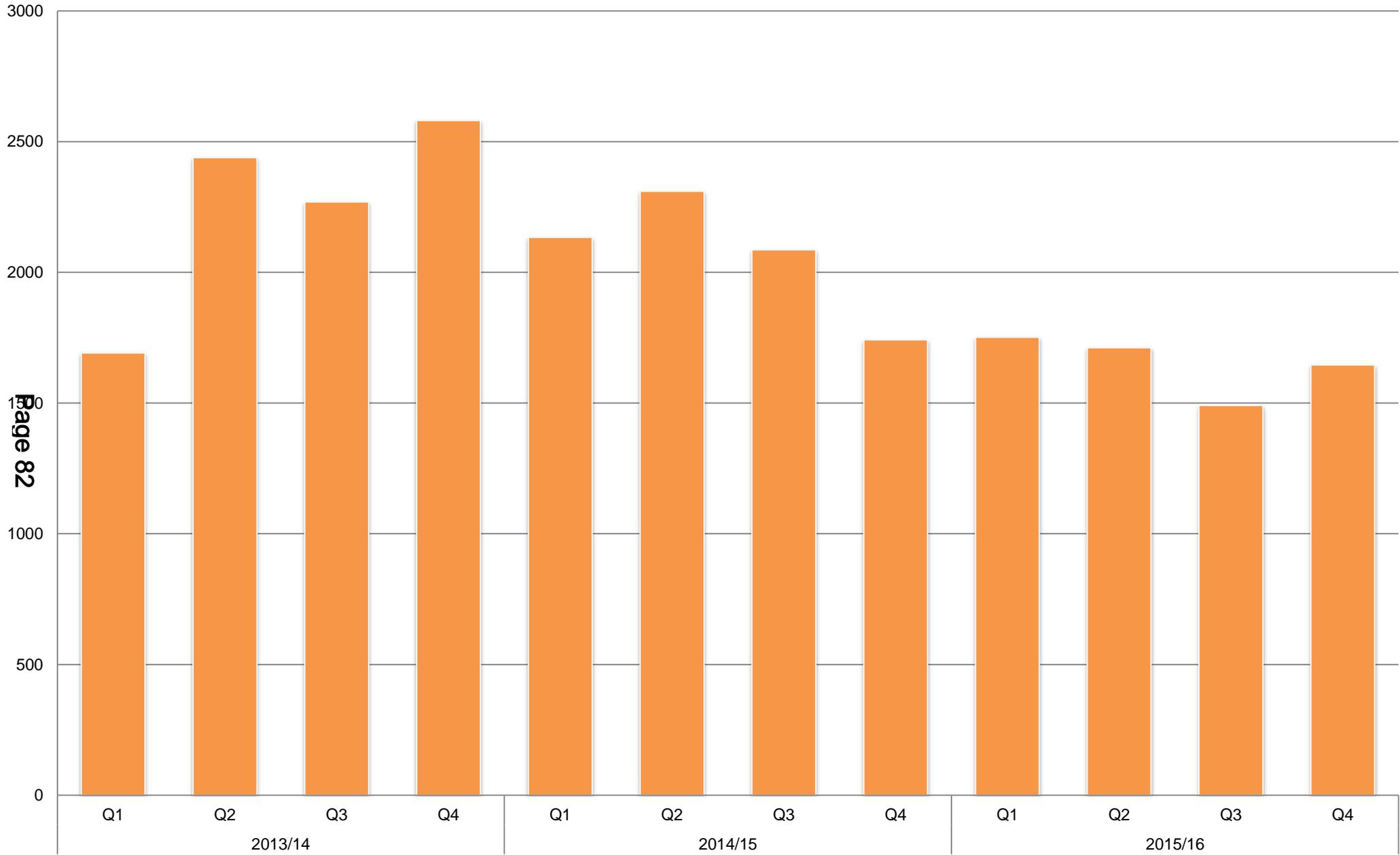
### Suspended goods at a Chinese importer

Officers suspended a vast quantity of items ranging from upholstered furniture, electrical goods, ladders, baby cot, mattress etc. which are either faulty or dangerous from a warehouse in Wyre Forest earlier this year.

### Scams

Worcestershire Trading Standards Officers are part of the National Trading Standards Board scams initiative. Worcestershire residents are identified who may have fallen victim to scams and a visit is made to them. We discuss what mail they have had delivered or visits they may have received, explain what has been happening to them and assist them to take control. We are currently working with the Royal Mail to see if we can stop scam mail getting through and are considering a “mail marshal” scheme where scam mail is collected from consumers for examination and destruction.

# Trading Standards and Animal Health Service Requests



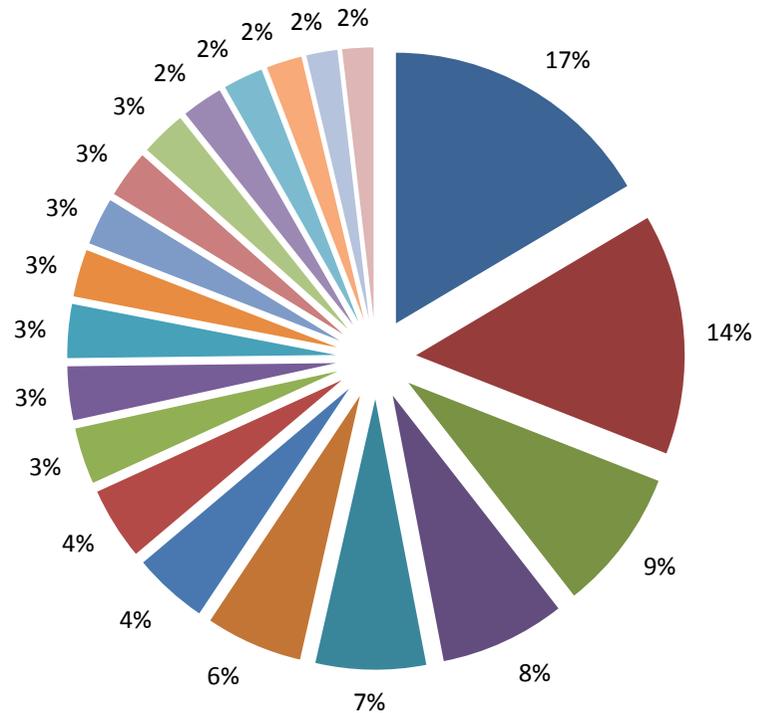
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**% Top 20 Complaint and Enquiry Categories**

Category	Total
Second Hand Cars	309
Home Maintenance and Improvements	269
Clothing and clothing fabric	159
Food and Drink	141
Furniture	124
Industrial/commercial goods and services	109
Telecommunications	84
Gardening products and services	81
Large Domestic Appliances	63
Personal Computers, accessories, software and services	60
Professional Services	60
Other Personal Goods and Services	53
Toiletries, perfumes, beauty treatments and hairdressing	53
Toiletries, perfumes, beauty treatments and hairdressing	53
Car repairs and servicing	51
Pets and Veterinarian Products/Services	46
Small Domestic Appliances	45
Glazing Products and Installations	40
Sports and hobby equipment and services	35
Audio-visual	35



# Licensing Overview

**Sue Garratt**

Licensing and Support Manager

The licensing statistics chart (shown on page 19) shows that applications and service requests under the Licensing Act and Hackney Carriage and Private Hire taxi legislation remain a consistent demand across all four quarters during 15/16. The data in Q3 showed a slight increase in applications for charitable collections than those received in the previous two quarters and this increase has also shown itself in Q4; this is a normal trend and highlights the rhythm of work annually in the charitable sector, i.e. Charities tend to apply for street collection permits at the end of the year stating their preferred collection date/s for the calendar year ahead –by processing the bulk of these types of applications in this way (earlier) enables our customers to plan their charitable events better for the year ahead.

The Licensing Team have worked closely with Immigration Officers on a campaign pilot to target illegal working within the Taxi and Private Hire Industry during Q4. The campaign was aimed at rooting out illegal working and some of the work carried out jointly included exchange of relevant data sets (as a pilot 500/600 out of 2500 records were exchanged) and visits to Private Hire Operator bases across the county to raise awareness on how to identify those who have the right to work in the United Kingdom versus those that don't. This exercise also gave us an opportunity to build on professional relationships between the Home Office/Immigration control and WRS Officers; to cleanse our data sets and match it to the information held by the Home Office (immigration) and also to gather further intelligence by carrying out direct operational activities with those regulatory bodies. The outcome of this pilot scheme has been very good; out of 500/600 records exchanged only 2 drivers were investigated further and interviewed - with both cases ending in no further action required. WRS is working with the Home Office to extend this pilot to all records later in the year.

Licensing Officers have also reviewed a number of polices and conditions across the county on a variety of subjects in Q4, for example consultations have been carried out on Mobile Street Trading Conditions, Vehicle Testing and on introducing a new night-time rank.

Following on from some joint visits with the Gambling Commission carried out in Q3, Licensing Officers have continued to visit all licensed gambling premises across the county. Enforcement action is now being considered against a premise that has a possible illegal gaming machine in situ.

A joint taxi vehicle enforcement exercise was carried out with West Mercia Police and VOSA in the district of Redditch; which resulted in one immediate suspension due to a fuel leak and on other vehicles there were a small number of policy infringements which drivers were given two weeks to correct. During this exercise West Mercia Police also impounded a non-taxi vehicle which had been modified – this vehicle had no valid insurance and due to its modifications was later destroyed.

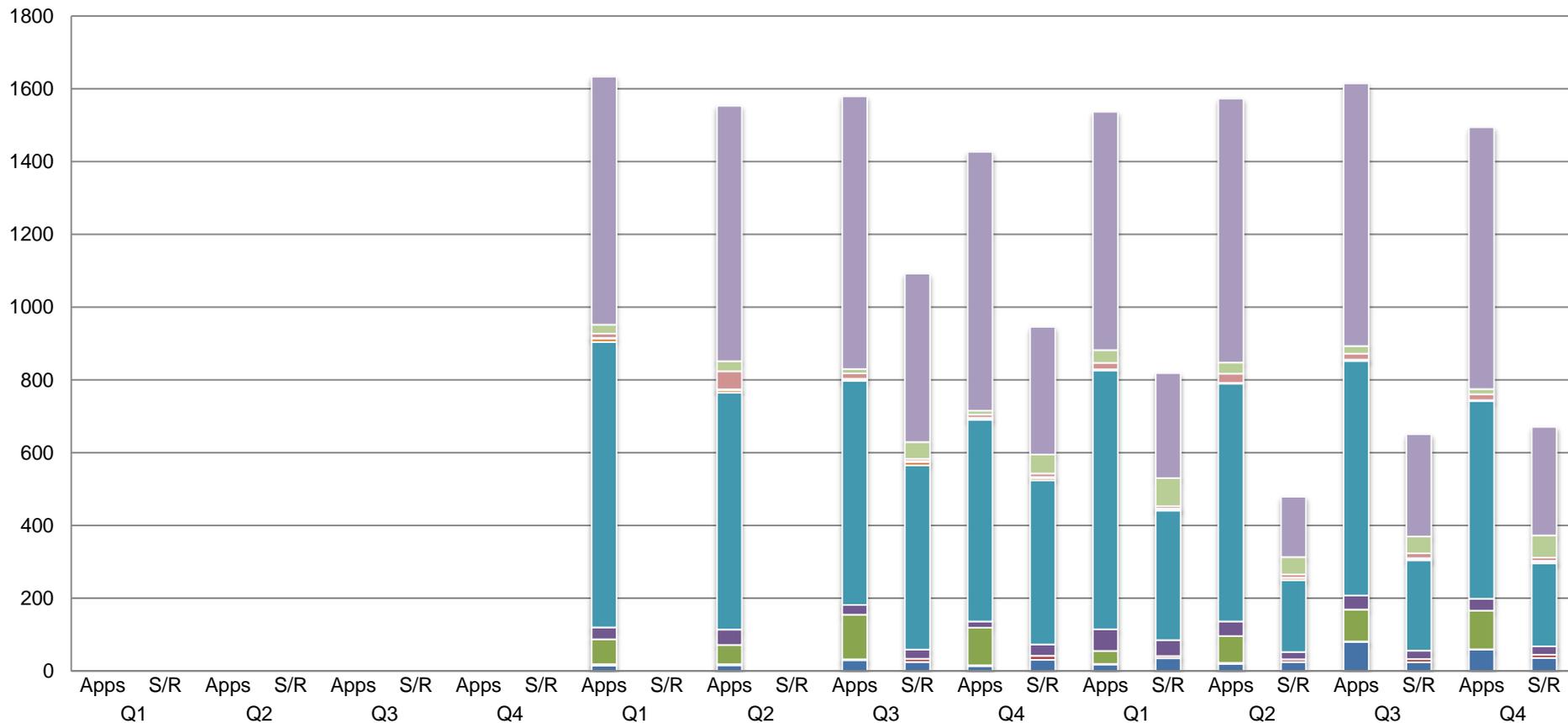
The large project to improve licensing webpages in each district continues; Worcester City Council piloted the completely redesigned and re-launched pages and this work is now being repeated for Redditch with Bromsgrove, Wychavon, Malvern and Wyre Forest to follow.



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Licensing Applications and Service Requests



	2013/14				2014/15				2015/16									
	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R						
Taxi					681	702	749	463	712	351	655	289	725	166	722	281	719	298
Street					25	27	12	46	10	52	35	77	31	47	21	46	14	61
Skin Piercing					12	50	15	6	9	10	18	7	25	9	16	14	17	9
Sex Establishment					1	2	4	3	4	3	0	1	0	2	3	1	2	3
Scrap Metal					10	7	2	9	2	6	3	4	2	6	1	5	0	4
Licensing Act					784	651	615	506	554	451	711	356	654	197	644	248	543	228
Gambling					33	42	27	25	17	31	60	44	40	20	39	23	33	23
Charity					68	53	123		103		35		73		88		106	
Caravan					4	3	2	9	2	11	2	6	3	7	1	9	1	9
Animal					15	16	30	25	14	31	18	35	20	25	80	24	59	36



The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	2	5	7	7	21	2.7%
Environmental	134	123	83	123	463	59.7%
Food	34	25	34	29	122	15.7%
Health & Safety	11	10	9	9	39	5.0%
Information Requests	25	27	37	31	120	15.5%
Public Burial	2	4	4	1	11	1.4%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	6	6	8	24	5.3%
Accumulations - Domestic	8	10	5	13	36	7.9%
Drainage	9	8	4	5	26	5.7%
Light Nuisance	1	0	2	5	8	1.8%
Noise - Alarm	1	2	0	4	7	1.5%
Noise - Commercial Premises	13	22	10	6	51	11.2%
Noise - Domestic	57	42	28	43	170	37.4%
Noise - Industrial or Agricultural	8	5	3	4	20	4.4%
Noise - Street	6	1	2	2	11	2.4%
Odour	6	10	6	4	26	5.7%
Smoke, Fumes and Gases	19	17	13	27	76	16.7%

The table below shows the top 5 wards within the district of Bromsgrove with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Charford	34	6,639	0.51%
Alvechurch	30	6,675	0.45%
Sidemoor	18	5,171	0.35%
Catshill	14	4,505	0.31%
Whitford	10	4,879	0.20%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Bromsgrove. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRs inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	2.1%
Major Incident	0	0	2	1	3	6.3%
Over 7 Day Injury	9	6	9	5	29	60.4%
Injury to Member of the Public	4	5	3	3	15	31.3%

**Number of FHRs Inspections** 244

**Infectious Disease Notifications** 47

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	30	28	35	24	117	66.1%
Report of Lost Dog	11	9	11	15	46	26.0%
Loose Straying Dog	4	0	4	6	14	7.9%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	4	5	9	6	24	8.5%
Contaminated Land	50	37	39	43	169	59.5%
Food	0	0	1	0	1	0.4%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	21	24	15	78	27.5%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	1	1	0	2	0.7%
Contaminated Land	1	3	3	1	8	2.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	1	1	0.4%
Nuisance	0	0	1	0	1	0.4%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Bromsgrove.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	6	21	11	40	4.6%
Caravan	0	0	0	0	0	0.0%
Charity	3	10	12	12	37	4.3%
Gambling	2	5	8	3	18	2.1%
Licensing Act	87	96	84	85	352	40.6%
Scrap Metal	1	0	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	6	3	2	12	1.4%
Street	2	4	4	1	11	1.3%
Taxi	105	105	88	99	397	45.7%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	11	4	3	3	21	6.6%
Caravan	0	0	0	0	0	0.0%
Gambling	6	1	2	5	14	4.4%
Licensing Act	69	24	41	33	167	52.8%
Scrap Metal	0	0	1	0	1	0.3%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	2	5	1	9	2.8%
Street	8	5	2	4	19	6.0%
Taxi	31	21	21	12	85	26.9%
<b>Surgery Requests</b>	19					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	2	6	11	10	29	4.4%
Environmental	101	106	53	86	346	52.3%
Food	31	30	37	46	144	21.8%
Health & Safety	6	17	8	8	39	5.9%
Information Requests	27	22	25	24	98	14.8%
Public Burial	1	1	4	0	6	0.9%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	3	2	2	12	3.8%
Accumulations - Domestic	6	6	10	12	34	10.8%
Drainage	2	3	2	1	8	2.5%
Light Nuisance	1	1	1	4	7	2.2%
Noise - Alarm	1	4	0	2	7	2.2%
Noise - Commercial Premises	15	14	7	8	44	14.0%
Noise - Domestic	30	27	16	20	93	29.6%
Noise - Industrial or Agricultural	10	8	1	6	25	8.0%
Noise - Street	2	2	0	0	4	1.3%
Odour	5	9	2	5	21	6.7%
Smoke, Fumes and Gases	19	16	9	15	59	18.8%

The table below shows the top 5 wards within the district of Malvern Hills with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Upton and Hanley	14	4,265	0.33%
Link	12	6,213	0.19%
Kempsey	12	3,852	0.31%
Pickersleigh	11	6,382	0.17%
Priory	10	4,069	0.25%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Malvern Hills. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	0	1	2.5%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	2	0	0	2	5.0%
Major Incident	0	2	1	1	4	10.0%
Over 7 Day Injury	3	4	3	5	15	37.5%
Injury to Member of the Public	5	6	6	1	18	45.0%

**Number of FHRS Inspections** 191

**Infectious Disease Notifications** 37

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	42	36	42	38	158	69.0%
Report of Lost Dog	14	12	11	18	55	24.0%
Loose Straying Dog	3	1	8	4	16	7.0%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	14	14	11	18	57	12.9%
Contaminated Land	64	68	57	66	255	57.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	33	22	38	114	25.8%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	6	2	4	13	2.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	0.5%
Nuisance	0	0	1	0	1	0.2%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Malvern Hills.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	3	17	8	38	4.7%
Caravan	0	0	0	0	0	0.0%
Charity	11	13	14	18	56	7.0%
Gambling	7	8	5	5	25	3.1%
Licensing Act	156	133	109	107	505	62.9%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	3	0	0	3	6	0.7%
Street	0	0	0	0	0	0.0%
Taxi	32	45	50	45	172	21.4%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	6	8	0	5	19	8.2%
Caravan	0	1	0	0	1	0.4%
Gambling	5	4	2	1	12	5.2%
Licensing Act	39	25	34	26	124	53.7%
Scrap Metal	0	2	0	0	2	0.9%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	0	0	1	0.4%
Street	9	3	2	5	19	8.2%
Taxi	17	12	11	13	53	22.9%
<b>Surgery Requests</b>	5					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	2	5	9	12	28	4.0%
Environmental	123	135	102	82	442	63.5%
Food	27	23	15	15	80	11.5%
Health & Safety	15	10	4	11	40	5.7%
Information Requests	16	22	28	28	94	13.5%
Public Burial	3	1	0	8	12	1.7%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	7	3	2	16	3.6%
Accumulations - Domestic	18	19	8	10	55	12.5%
Drainage	2	2	4	1	9	2.0%
Light Nuisance	1	0	0	1	2	0.5%
Noise - Alarm	0	2	1	0	3	0.7%
Noise - Commercial Premises	19	23	8	2	52	11.8%
Noise - Domestic	61	60	68	49	238	54.1%
Noise - Industrial or Agricultural	3	6	0	0	9	2.0%
Noise - Street	4	1	1	4	10	2.3%
Odour	4	5	1	3	13	3.0%
Smoke, Fumes and Gases	7	10	6	10	33	7.5%

The table below shows the top 5 wards within the district of Redditch with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Batchley and Brockhill	38	8,338	0.46%
Abbey	28	6,063	0.46%
Winyates	27	8,409	0.32%
Matchborough	26	6,171	0.42%
Headless Cross and Oakenshaw	26	8,706	0.30%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Redditch. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	1	2	8.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	1	2	1	4	16.0%
Over 7 Day Injury	1	7	3	1	12	48.0%
Injury to Member of the Public	3	3	1	0	7	28.0%

**Number of FHRS Inspections** 143

**Infectious Disease Notifications** 27

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	49	48	35	32	164	72.9%
Report of Lost Dog	10	14	12	11	47	20.9%
Loose Straying Dog	3	5	2	4	14	6.2%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	0	2	4	5	11	8.3%
Contaminated Land	36	11	19	19	85	64.4%
Food	0	0	1	0	1	0.8%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	3	7	4	25	18.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	1	1	5	8	6.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	1	0	1	2	1.5%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Redditch.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	4	2	7	0.6%
Caravan	0	0	0	0	0	0.0%
Charity	2	9	7	5	23	1.9%
Gambling	1	0	2	2	5	0.4%
Licensing Act	54	44	59	50	207	17.0%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	6	3	8	19	1.6%
Street	0	0	0	2	2	0.2%
Taxi	221	232	268	235	956	78.4%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	0	1	1	2	4	0.8%
Caravan	0	0	0	0	0	0.0%
Gambling	4	1	4	2	11	2.3%
Licensing Act	35	20	20	20	95	20.0%
Scrap Metal	0	1	1	1	3	0.6%
Sex Establishments	1	0	0	0	1	0.2%
Skin Piercing	3	3	1	0	7	1.5%
Street	6	0	3	6	15	3.2%
Taxi	90	65	101	84	340	71.4%
<b>Surgery Requests</b>	18					



The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	1	2	11	13	27	2.7%
Environmental	173	203	98	131	605	60.4%
Food	59	61	26	43	189	18.9%
Health & Safety	18	19	21	10	68	6.8%
Information Requests	27	24	24	22	97	9.7%
Public Burial	2	8	5	1	16	1.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	4	7	5	21	3.5%
Accumulations - Domestic	22	24	18	26	90	15.0%
Drainage	3	2	2	5	12	2.0%
Light Nuisance	1	2	1	1	5	0.8%
Noise - Alarm	2	1	2	2	7	1.2%
Noise - Commercial Premises	21	34	12	8	75	12.5%
Noise - Domestic	72	110	46	48	276	46.1%
Noise - Industrial or Agricultural	11	8	0	3	22	3.7%
Noise - Street	4	3	1	7	15	2.5%
Odour	6	2	2	3	13	2.2%
Smoke, Fumes and Gases	25	10	7	21	63	10.5%

The table below shows the top 5 wards within the district of Worcester City with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Cathedral	69	10,372	0.67%
Warndon	34	5,812	0.58%
Gorse Hill	32	5,353	0.60%
Nunnery	31	8,103	0.38%
Arboretum	26	6,171	0.42%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Worcester City. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	0	0	2	2	4.7%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	1	3	4	9.3%
Over 7 Day Injury	6	9	7	3	25	58.1%
Injury to Member of the Public	6	1	3	2	12	27.9%

**Number of FHRS Inspections** 215

**Infectious Disease Notifications** 44

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	63	50	45	56	214	72.8%
Report of Lost Dog	12	15	15	9	51	17.3%
Loose Straying Dog	4	7	11	7	29	9.9%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	1	7	3	9	20	22.7%
Contaminated Land	0	3	1	1	5	5.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	13	14	20	58	65.9%
PPC	0	0	1	0	1	1.1%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	1	0	0	1	1.1%
Contaminated Land	0	1	0	0	1	1.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	1	1	0	2	2.3%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Worcester City.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	5	4	10	0.8%
Caravan	0	0	0	0	0	0.0%
Charity	8	24	8	28	68	5.7%
Gambling	9	9	6	5	29	2.4%
Licensing Act	104	115	161	90	470	39.2%
Scrap Metal	2	0	0	0	2	0.2%
Sex Establishments	0	0	1	1	2	0.2%
Skin Piercing	5	9	3	2	19	1.6%
Street	19	25	10	7	61	5.1%
Taxi	139	138	125	135	537	44.8%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	3	2	0	7	1.4%
Caravan	0	0	0	0	0	0.0%
Gambling	13	3	2	7	25	5.1%
Licensing Act	61	36	45	37	179	36.5%
Scrap Metal	1	0	1	0	2	0.4%
Sex Establishments	0	1	0	0	1	0.2%
Skin Piercing	1	2	2	4	9	1.8%
Street	22	19	11	24	76	15.5%
Taxi	61	15	45	70	191	39.0%
<b>Surgery Requests</b>	24					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	4	15	12	36	3.5%
Environmental	166	161	112	129	568	54.9%
Food	59	56	55	68	238	23.0%
Health & Safety	14	13	13	7	47	4.5%
Information Requests	32	38	39	33	142	13.7%
Public Burial	1	0	0	3	4	0.4%
<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	2	7	4	5	18	3.2%
Accumulations - Domestic	16	17	10	20	63	11.3%
Drainage	6	9	10	8	33	5.9%
Light Nuisance	4	0	4	4	12	2.2%
Noise - Alarm	0	3	1	1	5	0.9%
Noise - Commercial Premises	39	37	13	5	94	16.8%
Noise - Domestic	46	41	37	52	176	31.5%
Noise - Industrial or Agricultural	9	5	7	3	24	4.3%
Noise - Street	1	2	4	0	7	1.3%
Odour	9	12	5	5	31	5.6%
Smoke, Fumes and Gases	30	25	15	25	95	17.0%

The table below shows the top 5 wards within the district of Wychavon with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Evesham North	30	5,079	0.59%
Pinvin	18	2,973	0.61%
Droitwich East	17	5,467	0.31%
Great Hampton	15	2,592	0.58%
Bengeworth	15	5,589	0.27%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wychavon. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRs inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	0	2	0	2	4.9%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	2	0	2	4.9%
Major Incident	0	3	0	2	5	12.2%
Over 7 Day Injury	5	3	3	1	12	29.3%
Injury to Member of the Public	3	5	7	5	20	48.8%

**Number of FHRs Inspections** 314

**Infectious Disease Notifications** 45

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	87	51	54	54	246	68.0%
Report of Lost Dog	25	24	21	19	89	24.6%
Loose Straying Dog	0	5	9	13	27	7.5%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	11	13	11	19	54	7.1%
Contaminated Land	147	99	66	85	397	52.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	78	86	53	52	269	35.3%
PPC	0	0	0	1	1	0.1%
Private Water Supplies	0	1	1	0	2	0.3%

### **Requests to Discharge**

Air Quality	1	1	1	0	3	0.4%
Contaminated Land	5	4	5	8	22	2.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	2	2	2	7	0.9%
Nuisance	1	4	1	0	6	0.8%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wychavon.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	3	6	22	24	55	3.9%
Caravan	2	3	1	1	7	0.5%
Charity	9	13	20	21	63	4.5%
Gambling	27	13	11	8	59	4.2%
Licensing Act	207	169	137	140	653	46.3%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	1	1	0.1%
Skin Piercing	0	0	5	2	7	0.5%
Street	0	1	6	1	8	0.6%
Taxi	111	138	154	152	555	39.4%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	5	14	21	50	8.3%
Caravan	4	6	8	9	27	4.5%
Gambling	12	9	5	6	32	5.3%
Licensing Act	87	57	48	44	236	39.0%
Scrap Metal	0	0	0	1	1	0.2%
Sex Establishments	0	0	0	3	3	0.5%
Skin Piercing	0	1	3	0	4	0.7%
Street	15	13	11	12	51	8.4%
Taxi	51	25	51	74	201	33.2%
<b>Surgery Requests</b>	40					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	3	1	8	12	24	3.1%
Environmental	121	122	80	108	431	56.6%
Food	38	34	33	35	140	18.4%
Health & Safety	15	20	16	7	58	7.6%
Information Requests	37	21	24	23	105	13.8%
Public Burial	0	2	0	2	4	0.5%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	4	2	3	13	3.0%
Accumulations - Domestic	10	15	1	14	40	9.3%
Drainage	0	0	2	2	4	0.9%
Light Nuisance	2	1	1	1	5	1.2%
Noise - Alarm	2	4	0	1	7	1.6%
Noise - Commercial Premises	27	24	11	18	80	18.6%
Noise - Domestic	53	51	42	48	194	45.2%
Noise - Industrial or Agricultural	3	1	3	3	10	2.3%
Noise - Street	2	1	0	2	5	1.2%
Odour	5	3	4	2	14	3.3%
Smoke, Fumes and Gases	12	18	13	14	57	13.3%

The table below shows the top 5 wards within the district of Wyre Forest with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Bewdley and Arley	24	6,327	0.38%
Broadwaters	23	7,936	0.29%
Greenhill	20	8,003	0.25%
Mitton	18	7,697	0.23%
Lickhill	18	6,805	0.26%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wyre Forest. Dog control cases are in addition to those identified on the previous page. Also included is the number of FHRs inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	1	0	0	1	3.3%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	3.3%
Major Incident	2	0	1	3	6	20.0%
Over 7 Day Injury	0	7	5	1	13	43.3%
Injury to Member of the Public	5	3	1	0	9	30.0%

**Number of FHRs Inspections** 235

**Infectious Disease Notifications** 41

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	60	67	69	62	258	73.5%
Report of Lost Dog	23	12	16	10	61	17.4%
Loose Straying Dog	11	7	4	10	32	9.1%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	5	5	5	7	22	12.7%
Contaminated Land	23	25	22	17	87	50.3%
Food	2	0	0	0	2	1.2%
Health and Safety	2	0	0	0	2	1.2%
Nuisance / Noise	16	19	8	6	49	28.3%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	2	0	0	0	2	1.2%
Contaminated Land	4	2	1	1	8	4.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	1	0	0	1	0.6%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wyre Forest.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	5	11	10	27	3.8%
Caravan	0	0	0	0	0	0.0%
Charity	2	4	26	21	53	7.4%
Gambling	14	5	7	9	35	4.9%
Licensing Act	102	97	94	70	363	51.0%
Scrap Metal	0	0	1	0	1	0.1%
Sex Establishments	0	0	2	0	2	0.3%
Skin Piercing	7	4	2	0	13	1.8%
Street	14	1	1	3	19	2.7%
Taxi	46	63	37	53	199	27.9%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	5	4	3	3	15	4.4%
Caravan	2	0	0	0	2	0.6%
Gambling	3	2	5	2	12	3.5%
Licensing Act	39	21	39	39	138	40.6%
Scrap Metal	3	2	2	0	7	2.1%
Sex Establishments	0	1	1	0	2	0.6%
Skin Piercing	0	0	2	2	4	1.2%
Street	15	5	14	6	40	11.8%
Taxi	27	24	39	30	120	35.3%
<b>Surgery Requests</b>	48					

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# Worcestershire Regulatory Services

*Supporting and protecting you*

## Worcestershire Regulatory Services Board 22nd June 2016

### WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – MARCH 2016 & ANNUAL RETURN

#### Recommendation

It is recommended that the Board:

- 1.1 Note the final financial position for the period April – March 2016
- 1.2 Approve the refund of the 2015/16 underspend of £149k to the participating Councils.

Council	Refund of Savings £'000
Bromsgrove	17
Malvern Hills	15
Redditch	20
City of Worcester	20
Wychavon	26
Wyre Forest	19
Worcestershire County Council	32
	149

#### Contribution to Priorities

The robust financial management arrangements ensure the priorities of the service can be delivered effectively.

#### Introduction/Summary

This report presents the final financial position for Worcestershire Regulatory Services for the period April – March 2016, The financial statements included in the appendices include:-

- Annual Revenue 2015/16 final position
- Annual Return
- Annual Position of ICT Information Management System.

#### Background

The financial accounts have been reported to the Joint Committee on a quarterly basis and the final account position has been shared with the partner finance teams to enable accounting arrangements to be completed.

**Report**

The following reports are included for the Board's attention:

- Revenue Monitoring April – March 16 – Appendix 1
- ICT System projected financial position 2015/16 - Appendix 2
- Redundancy / Pension Strain – Appendix 3
- WRS Annual Statement 2015-16 + Analysis – Appendix 4

Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a final outturn underspend of £149k. Whilst a saving was anticipated at Quarter 3 the final position exceeds that expected. This is mainly due to:-

- Agency Staff required to cover vacant posts, maternity etc was lower than originally anticipated.
- There is a significant underspend on IT, due to uncertainty of the costs associated with the transfer of IT from Bromsgrove to Wyre Forest.
- There is a significant increase in income mainly due to:-
  - Bereavement (From partners) £16k
  - Primary Authority Work £6k
  - DWP Access to Work £5k
  - Court Income (Re-paid to OLA) £8k
  - Stray Dog Income (Re-paid to OLA) £13k
  - CEnTSA Feed Grant £10k
  - Trading Standards business advice £5k
  - Analyser at Wychbold (Wychavon) £10k
  - Stafford Planning Support Work £2k
  - Pest Control Overspend (From partners) £33k
- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.

The 2015/16 underspend of £149k, is proposed to be refunded back to partners as below:-

Bromsgrove	£17,193
Malvern Hills	£14,524
Redditch	£20,354
Worcs City	£19,937
Wychavon	£26,408
Wyre Forest	£18,923
Worcs County	£31,777

This takes into account the adjustment for the overspend on Pest Control.

Pension Fund

The Redundancy / Pension Strain funding required from partners for 2015/16 is as follows:-

Bromsgrove	£49,266
Malvern Hills	£41,618
Redditch	£58,325
Worcs City	£57,128
Wychavon	£75,673
Wyre Forest	£54,223
Worcs County	£122,797

Specific Redundancy costs have been attributed to Partners where relevant and the remainder distributed on percentage share. Finance teams have been advised of the payments and refunds to be made.

#### ICT System Projected Costs

Appendix 2 details the expenditure for the one off costs associated with the implementation of the project for 2015/16.

The capital funding required from partners for 2015/16 is £78k allocated as:-

Bromsgrove	£9,040
Malvern Hills	£7,637
Redditch	£10,702
Worcs City	£10,483
Wychavon	£13,885
Wyre Forest	£9,949
Worcs County	£16,708

Revised savings from original business case of £1.5m is now £827k There will be no requirement for a capital budget in 2016-17, however it is anticipated a capital refresh budget will be needed to refresh specialist equipment such as noise monitors etc in future years.

#### Annual Return

There is no longer a requirement for the accounts for Worcestershire Regulatory Services to be audited separately as they are included in the main audit for Bromsgrove District Council. For members information officers have continued to prepare the Annual Return as included at Appendix 4.

### **Financial Implications**

None other than those stated in the report

### **Sustainability**

None as a direct result of this report

### **Contact Points**

Jayne Pickering – 01527-881400

### **Background Papers**

Detailed financial business case

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	Summary - Full year Budget	Summary - Expenditure to March 2016	Summary - Variance
	£'000	£'000	£'000
<b>Direct Expenditure</b>			
Employees			
Salary	3,229	2,921	-309
Agency Staff	0	182	182
Subscription	3	4	1
Employee Insurance	16	16	-0
<b>Sub-Total - Employees</b>	<b>3,248</b>	<b>3,123</b>	<b>-125</b>
<b>Premises</b>			
Rent	67	63	-4
Cleaning	1	0	-1
Utilities	0	0	0
<b>Sub-Total - Premises</b>	<b>68</b>	<b>63</b>	<b>-5</b>
<b>Transport</b>			
Vehicle Hire	13	9	-4
Vehicle Fuel	8	3	-5
Road Fund Tax	1	1	-0
Vehicle Insurance	3	2	-1
Vehicle Maintenance	3	10	7
Car Allowances	105	161	56
<b>Sub-Total - Transport</b>	<b>133</b>	<b>186</b>	<b>53</b>
<b>Supplies and Services</b>			
Furniture & Equipment	36	77	42
Test Purchases	5	1	-4
Clothes, uniforms and laundry	3	1	-2
Printing & Photocopying	25	24	-1
Publications	3	2	-0
Postage	11	11	0
ICT	69	44	-25
Legal Costs	5	2	-3
Telephones	40	21	-18
Training & Seminars	24	20	-4
Car Parking & Subsistence	0	0	0
Insurance	30	34	4
Third Party Payments			
Support Service Recharges	113	113	0
Audit	5	-2	-7
ICT Hosting	60	53	-7
<b>Sub-Total - Supplies &amp; Service</b>	<b>427</b>	<b>404</b>	<b>-23</b>
<b>Contractors</b>			
Dog Warden	145	135	-10

Agency costs used to cover vacant post / Maternity etc

Includes Disturbance Allowance of £51k, £26k refunded from County / £26 refunded from districts

	Summary - Full year Budget	Summary - Expenditure to March 2016	Summary - Variance	
	£'000	£'000	£'000	
<b>Direct Expenditure</b>				
Pest Control	35	83	48	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Analytical Services - Trading Standard	24	17	-7	
Trading Standards	10	22	12	
Licensing	15	9	-6	
Other contractors/consultants	3	11	8	
Water Safety	10	6	-4	
Food Safety	2	0	-2	
Environmental Protection	17	60	43	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	39	9	
Grants / Subscriptions	22	19	-3	
Advertising	11	2	-9	
Publicity & Promotions	2	0	-2	
CRB Checks	25	24	-1	
<b>Sub-Total</b>	<b>351</b>	<b>427</b>	<b>76</b>	
<b>Income</b>				
Training Courses /	-80	-390	-310	
Bereavement / Works in Default / Sewer Baiting etc				
Forward Pension Rate Increase by 2.5% in 15-16	-66	0	66	
<b>Sub-Total</b>	<b>-146</b>	<b>-390</b>	<b>-244</b>	
<b>Total - Excl Pension Deficit</b>	<b>4,081</b>	<b>3,813</b>	<b>-268</b>	
** Pension Deficit - Funded by Partners	0	119	119	
<b>Sub-Total</b>	<b>0</b>	<b>119</b>	<b>119</b>	
<b>Total - Incl Pension Deficit</b>	<b>4,081</b>	<b>3,932</b>	<b>-149</b>	
<b>Percentage saving from original budget £7,181 in 2010-11</b>			46.90%	

Capital Asset/ Investment description	Budget - 15/16 £'000	Spend - 15/16 £'000	Variance - 15/16 £'000
<b>ICT - Capital</b>			
Software Licences (break down into individual modules if appropriate)			0
Software			0
Mobile Working Devices	100	78	-22
Hardware required including implementation (e.g. servers onsite or hosted - please describe)			0
Modifications and software customisation			0
Systems integration and interface development (cost per interface if possible on separate lines)			0
Data Cleansing / Transfer			0
<b>Sub-Total Capital</b>	<b>100</b>	<b>78</b>	<b>-22</b>
<b>Annual Software License etc</b>			
Software Licences	12		-12
Other Licences	8		-8
Maintenance Costs	59		-59
<b>Sub-Total Annual software license etc</b>	<b>79</b>	<b>0</b>	<b>-79</b>
<b>TOTAL FUNDING REQUIRED</b>	<b>179</b>	<b>78</b>	<b>-101</b>

Partner Transformation Project Contributions - Based on Business Case at Budget	Total Capital Funding Requirement 15/16 £'000	Annual Revenue Funding Requirement 2015/16 £'000	Total Partner Funding Requirement 2015/16	Revised Partner Contribution % From 01.04.15
Bromsgrove	9	0	9	11.53%
Worcs City	10	0	10	13.37%
Worcs County	17	0	17	21.31%
Malvern Hills	8	0	8	9.74%
Redditch	11	0	11	13.65%
Wychavon	14	0	14	17.71%
Wyre Forest	10	0	10	12.69%
<b>Total</b>	<b>78</b>	<b>0</b>	<b>78</b>	<b>100.00%</b>

	£
<b>Budget as per Business Case</b>	<b>1,538</b>
<b>Funded by:-</b>	
Spend 2010/11 - Funded by partners	101
Spend 2011/12 - Funded by RIEP	119
Spend 2012/13 - Funded by Partners	142
Spend 2012/13 - Funded by RIEP	128
Spend 2013/14 Funded by Partners	104
Spend 2013/14 - Funded by RIEP	22
Spend 2014/15 Funded by Partners	17
Spend 2015/16 Funded by Partners	78
<b>Total Project</b>	<b>711</b>
<b>SAVINGS FROM ORIGINAL BUSINESS CASE</b>	<b>827</b>

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**REGULATORY SERVICES - REDUNDANCY / PENSION STRAIN 2015-16**

Appendix 3

<b>Partner Redundancy / Pension Strain Contributions - Based on Business Case</b>	<b>Revised Partner Contribution % From 01.04.15</b>	<b>Funding Required 15-16</b>
Bromsgrove	11.53%	49,266
Worcs City	13.37%	57,128
Worcs County	21.31%	122,797
Malvern Hills	9.74%	41,618
Redditch	13.65%	58,325
Wychavon	17.71%	75,673
Wyre Forest	12.69%	54,223
<b>Total</b>	<b>100.00%</b>	<b>459,030</b>

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**Total Receipts**

**Income from Partners**

Budget	4,081,000
Refund of Savings	-149,115
Bereavement/ Public Burials	32,006
Redundancy / Pension Strain	459,030
Disturbance Allowance	51,325
Marlpool - Redditch	3,260
Pest Control Overspend - Wychavon / Wyre Forest / Bromsgrove & Redditch	33,448
Wychavon - Analyser at Wychbold	10,119
	<u>4,521,072</u>

**Grant Income**

County Council - LEP Project	60,000
County Council Public Health- Worcs Works Well Project	10,000
Severn Trent - Sewer Baiting	11,500
CEnTSA/ NTS - Animal Feed Inspection programme and Feed Samples	54,346
	<u>135,846</u>

**Other Income**

Stray Dog Income	55,534
Stray Dog Income - To be paid back to Customer	13,316
Nuisance Work - Tewkesbury	35,397
Contaminated Land - Gloucester	
Trading Standards Advice / Hire of bulk fuel / Trader Register etc	9,952
DWP - Access to Work	4,547
Gloucester City Council - Transcription Work	513
Hereford County Council - Air Pollution Work	9,623
Staffordshire Council - Planning Work	2,341
South Gloucs & Gloucs City Contaminated Land Work	32,861
Derby City Council - Petroleum Inspections	2,433
Primary Authority work	4,098
Burial Fees	1,609
West Mercia Courts - Cost income to be Paid to County	8,561
Food Training Courses / Certificates	9,926
Ad-Hoc	3,465
	<u>194,175</u>

**Total Box 3 Accounting Statement** 4,851,092

**Reserve Balance**

Nutrition for Older People	16,293
Worcestershire Works Well	40,456
LEP - Earned Recognition Scheme	57,500
<b>Total Box 7 Balances carried forward</b>	<u><u>114,249</u></u>

**Regulatory Services Employees 15-16**

<b>Box 4</b>	£
Employees Related Costs	3,700,210
	<u><u>3,700,210</u></u>

**Regulatory Services Other Costs 15-16**

<b>Box 6</b>	
Premise Related Cost	63,346
Transport Related Cost	185,948
Supplies & Service	834,089
	<u><u>1,083,383</u></u>

**Regulatory Services Fixed Assets 15-16**

<b>Box 8</b>	
ICT Project	497,109
Dog Warden Vans	38,000
Refurb of Dog Warden Vans	7,300
	<u><u>542,409</u></u>

**Regulatory Services Borrowings 15-16**

<b>Box 9</b>	
Total Borrowings - Finance Lease	0
	<u><u>0</u></u>

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**Worcestershire Regulatory Services  
Annual Return For Year Ended 31st March 2016**

**Accounting Statements For Worcester Regulatory Services**

	Year ending	
	31st March 2015	31st March 2016
	£	£
1 Balances brought forward	88,938	46,749
2 (+) Income from local taxation and / or levy	0	0
3 (+) Total other receipts	4,894,444	4,851,092
4 (-) Staff costs	3,717,976	3,700,210
5 (-) Loan interest / capital repayments	0	0
6 (-) All other payments	1,218,657	1,083,383
7 (=) Balances carried forward	46,749	114,249
8 Total fixed assets and long term assets	464,005	542,409
9 Total borrowings	0	0

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